

2000



OCCUPATIONAL OUTLOOK
REPORT



2000 Occupational Outlook Report



County of San Bernardino

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-Claudia Crees, Project Coordinator

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INTRODUCTION

The 2000 Occupational Outlook Report has been prepared to provide the user with an appropriate beginning for exploring the labor market in San Bernardino County. The information is based upon confidential surveys of employers within San Bernardino County. The methods used to collect this information were designed and followed with the intention of collecting accurate and unbiased data. Combine this report with other sources of occupational information before making important decisions.

Report data are collected and summarized through a cooperative effort between San Bernardino County Jobs and Employment Services Department and the Labor Market Information Division (LMID) of the State of California Employment Development Department as a part of the California Cooperative Occupational Information System (CCOIS).

Report data can be used by a variety of organizations and individuals for many different purposes, such as:

◆ CAREER DECISIONS

Career Counselors and job seekers can make informed occupational choices based on skills, abilities, interests, education, and personnel needs. The localized information is easy to read and includes employer requirements and preferences, wages, labor supply and demand, as well as sources of employment.

◆ PROGRAM PLANNING

This report provides local planners and administrators with information on employment and training as well as occupational size and expected growth rates. Program planners can use this data to evaluate, improve and eliminate programs, or to plan new programs.

◆ CURRICULUM DESIGN

Training providers can assess and update their curriculums based on current employer needs and projected trends as indicated in this report.

◆ ECONOMIC DEVELOPMENT

Local government agencies and economic development organizations will find information on the labor pool, such as occupational size, expected growth rates, and wages, useful in determining the potential for business growth and development in our labor market areas.

◆ PROGRAM MARKETING

Training providers can effectively market their programs by informing students, employers, and others that the chances for job placements are much greater because their programs are developed using reliable local occupational data.

◆ HUMAN RESOURCE MANAGEMENT

Small business owners and large corporate human resource directors alike can use this report to help determine competitive wages and benefits, improve their recruitment methods, and assess the availability of qualified workers for business or expansion purposes.

This report is intended to be used as occupational reference, although it may be used for other decisions. If you have any questions regarding the information in this report, please contact **Claudia Crees, CCOIS Program Coordinator, County of San Bernardino Jobs and Employment Services Department, at (909) 872-1574 or email: ccrees@jesd.co.san-bernardino.ca.us**

DEFINITIONS AND TERMINOLOGY

Each of the 25 occupations contains several different items of information, which are categorized under key terms. Occupations are listed alphabetically by their Occupational Employment Statistics (OES) or Dictionary of Occupational Titles (DOT) titles. The OES titles and definitions are based on the OES dictionary published by the Bureau of Labor Statistics, May 1992. The DOT titles and definitions are from the Dictionary of Occupational Titles, Revised 4th Edition, and published by the U.S. Department of Labor, Employment and Training Administration. The occupations were selected for survey based on the needs of the local users of occupational information. The 2000 and 1999 survey used the same questionnaire and therefore, the summary format for both years are the same. However, the 1998 survey used a slightly different questionnaire, which resulted in summary format differences, which are noted in this section.

TITLE AND JOB DESCRIPTION

The job title identifies the occupation while a description of the occupation surveyed consists of the most general types of duties or requirements for that occupation. The occupational titles and definitions are taken directly from the OES dictionary.

WAGES

The data is not intended to represent prevailing wages. Wages included in this report are those paid by the employers participating in the survey for employees at the three levels of experience. The ranges are based primarily on employer surveys and are reported in per hour range and median. The 2000 occupational summaries do not include extreme wages, and instances in which union and non-union wages differ are noted. When applicable other compensation is noted. The wage data reflects the following definitions:

ENTRY LEVEL/NO EXPERIENCE:

Wage paid to persons trained or otherwise qualified, but without paid experience in the occupation.

EXPERIENCED/NEW TO FIRM:

Wage paid to journey-level or experienced persons, just starting at the firm.

EXPERIENCED AFTER 3 YEARS WITH FIRM:

Wages paid to persons with more than three years' journey-level experience at the firm.

BENEFITS

Benefits information in the surveys include: medical insurance, dental insurance, vision insurance, paid sick leave, paid vacation, retirement, and child care. The 2000 and 1999 survey questionnaire asks whether the employer pays for all of the costs of each benefit, or if the employee shares some or all of the costs, or if no benefits are provided at all. The 1998 survey questionnaire only asked if the firm offered benefits to employees in the occupation (full time or part time) and did not ask who paid for those benefits. The benefits information in all three survey years presented in this publication include data only from those employers responding to the benefits question, therefore, percentages shown may not represent the total number of employers surveyed for the occupation.

WORK PATTERNS

This section shows the percentage of employees that work full-time, part-time, temporary/on-call; or seasonal, and the average number of hours worked per week. The 2000 survey questionnaire asks what shifts are available and the percentage of employers that offer that work shift. Some employees work less than 40 hours per week and are considered full-time workers by their employers.

RECRUITMENT METHODS

This section contains the top three most successful recruitment methods used by surveyed employers for recruiting personnel for an occupation

SUPPLY AND DEMAND

Supply and demand refers to the difficulty employers have in finding qualified entry level and experienced applicants in the occupation. The results of this data provide the level of local opportunity and local competitiveness in the occupation. The 2000 and 1999 occupational summaries use three descriptive categories:

NOT DIFFICULT

Supply of qualified applicants is considerably greater than the demand, creating a very competitive job market for applicants.

MODERATELY DIFFICULT

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

VERY DIFFICULT

Employer demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. This means that qualified applicants encounter no competition in their job search.

The 1998 occupational summaries use four descriptive categories:

NOT DIFFICULT

Supply of qualified applicants is considerably greater than the demand, creating a very competitive job market for applicants.

A LITTLE DIFFICULT

Worker supply is somewhat greater than demand for qualified applicants and applicants may experience competition in job seeking.

SOMEWHAT DIFFICULT

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

VERY DIFFICULT

Employer demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists.

OCCUPATIONAL SIZE AND TRENDS

Occupational Size refers to the number of persons employed in the occupation relative to the estimated total number of non-agricultural workers in San Bernardino County. The San Bernardino County average growth rate during the projection period of 1997-2004 is 21.1%.

The following terms were used in the 2000 occupational summaries to describe occupational size:

SMALL: Less than 799 workers

MEDIUM: 1,147 to 1,388 workers

LARGE: 2,441 to 2,955 workers

VERY LARGE: 3,461 or more workers

The following terms were used in the 1999 and 1998 occupational summaries to describe occupational size:

SMALL: Less than 660 workers

MEDIUM: 660 to 1,318 workers

LARGE: 1,319 to 2,857 workers

VERY LARGE: 2,858 or more workers

The Employment Size and Trends section in the occupational summaries show the Employment Development Department's (EDD) estimated number of employees in the occupation in the first year of the projection period, and the last year of the projection period. The 1999 and 1998 summaries show EDD's estimated number of employees in the occupation for the 1995-2002 projections period. San Bernardino County projected growth rate during this period was 21.6%. The Employment Size and Trends section also includes employer responses of past and expected future employment levels for each occupation. The 2000 and 1999 summaries show the employment levels in the occupation during the past twelve months and expectations for the next twenty-four months. The 1998 summaries show levels for the past twelve months, but expectations for the thirty-six months.

EDUCATION

The 2000 and 1999 occupational summaries show what minimum levels of education employers require their applicants to have in the occupation. The 1998 summaries show what level of formal education most recently hired employees in the occupation attained. Results are shown as a percentage of employers who answered in the following education categories (education categories used all survey years unless indicated):

- Less than high school diploma**
- High school diploma or equivalent**
- Some college, but no degree (1998 summary only)**
- Associate Degree (2 year)**
- Bachelor Degree (4 year)**
- Graduate Study**

TRAINING AND EXPERIENCE

The 2000 and 1999 occupational summaries show the percentage of employers who answered Required, Not Required, or Not Required-but Preferred, to whether experience in the occupation is required. If experience is required or preferred, the month's experience is shown. The 2000 and 1999 summaries may also include acceptable experience in other occupations. The 1998 summaries show the percentage of employers who answered Never, Sometimes, Usually, Always, to whether experience in the occupation is required. The 1998 summaries also show what job title and number of months experience the employer will accept. The 1998 summaries refer to "all, almost all, most, many, some, or few" of the survey respondents, the following guidelines apply:

- All = 100%**
- Almost All employers = 80% up to, but not including 100%**
- Most employers = 60% up to, but not including 80%**
- Many employers = 40% up to, but not including 60%**
- Some employers = 20% up to, but not including 40%**
- Few employers = less than 20%**

SKILLS AND QUALIFICATIONS

Skills and other qualifications are shown that employers reported as being important for employees to possess in the particular occupation surveyed. The 2000 and 1999 survey questionnaire asked employers to identify new skills. Responding employer answers to the question are shown.

LOCAL TRAINING PROVIDERS

When applicable, training programs offered for each occupation within San Bernardino County are listed. More detailed information can be obtained by contacting the individual training provider.

OTHER INFORMATION

The 2000 and 1999 occupational summaries show the percentage of employers who said they had employees who worked in the time base indicated and the average number of hours those employees worked per work week. Also included are the work shifts. The 1998 summaries will occasionally show a range of hours worked in a workweek, and no work shifts are shown.

PROJECT METHODOLOGY

OCCUPATIONAL SELECTION CRITERIA

The California State Employment Development Department (EDD) developed occupational forecast tables for San Bernardino County. The tables forecast employment by occupation and growth rates. These tables and the following criteria were used to select occupations for survey:

- Occupation should have a substantial employment base in the county;
- Occupation should have a substantial number of projected job openings in the county;
- Occupation should have the opportunity for increasing earnings capacity;

SURVEY SAMPLE SELECTION

Survey sample was developed for each of the 25 occupations to be surveyed for 2000. A considerable amount of time was invested to ensure that the samples would be representative in terms of the types of industries and size of employers included in the survey. EDD staff, using detailed databases, developed an initial sample of employers for each of the occupations. The samples were then carefully reviewed by Jobs and Employment Services staff and employers were added or deleted in order to obtain a final sample of at least 40 employers per occupation (or as many as could be identified, if fewer than 40).

QUESTIONNAIRE DEVELOPMENT AND SURVEY PROCEDURES

EDD developed a standard, two-page questionnaire concerning specific employment data for the 25 occupations. All employers were then contacted to verify the existence of the occupation at the company and given the opportunity to respond to the questionnaire by telephone, facsimile or mail. All returned surveys were reviewed for accuracy and completeness. Employers returning incomplete, unclear or potentially inaccurate questionnaires were contacted by telephone for clarifying information.

A fifty-percent rate of return for complete and accurate questionnaires was set as an employer response goal for a refined employer sample of 30 employers, or approximately 15 usable surveys for each occupation. If an employer reported that they did not employ in the surveyed occupation, or declined to participate in the study, it was considered a non-useable response. In order to meet the project's response goals and to keep the sample representative, it was necessary to replace these firms with employers that were not in the original sample. These replacements were made as closely as possible with employers from the same industry and employer size groupings as the firms they replaced.

TABULATIONS AND RESULTS

The survey responses were entered into a database, and tabulations were produced. From these tabulations, the data was analyzed and the final Occupational Summaries were prepared. Each occupational summary provides information on training and hiring requirements, size of the occupation, employment trends, supply/demand assessment, wages, benefits, and other information.

CONFIDENTIALITY

All specific employer information is treated as confidential.

SUMMARY HIGHLIGHTS

The following are summarized highlights of the results of the information reported by the employers who responded to the 2000 California Cooperative Occupational Information System survey of the 25 occupations in San Bernardino County.

- ◆ Responses were received from 440 employers, representing a total of 5,897 employees in the occupations studied.
- ◆ Employers surveyed indicated that they hired 395 employees for positions that were created from growth.

SUPPLY AND DEMAND

- ◆ The demand was greater than supply for both *experienced and inexperienced* applicants for almost all of the occupations studied.
- ◆ Occupation employers said they have a VERY DIFFICULT time finding both *experienced and inexperienced* applicants:
 - ◆ 1st Line Supervisors
 - ◆ Construction Managers
 - ◆ Fiber Optics Technicians
 - ◆ Instructors, Non-Vocational Education
 - ◆ Operating Engineers
 - ◆ Teachers-Special Education
 - ◆ Ultra Sound Technicians
- ◆ Occupation employers said they have a VERY DIFFICULT time finding *experienced* applicants:
 - ◆ First-Line Supervisors and Managers/Supervisors-Production
 - ◆ Construction Managers
 - ◆ Fiber Optics Technicians
 - ◆ Instructors, Non-Vocational Education
 - ◆ Operating Engineers
 - ◆ Teachers-Special Education
 - ◆ Ultra Sound Technicians
- ◆ Occupation employers said they have a VERY DIFFICULT time finding *inexperienced* applicants:
 - ◆ Cost Estimators
 - ◆ Fiber Optics Technicians
 - ◆ Home Health Aides
 - ◆ Instructors-Non Voc-ed
 - ◆ Teachers-Special Education
 - ◆ Ultra Sound Technicians
- ◆ Occupations employers said NOT DIFFICULT finding both *experienced and inexperienced* applicants:
 - ◆ Driver Sales Workers
- ◆ Occupation employers said NOT DIFFICULT finding *experienced* applicants:
 - ◆ Driver Sales Workers

- ◆ Occupation employers said NOT DIFFICULT finding *inexperienced* applicants:
 - ◆ Call Center Supervisors and Managers

SIZE AND TRENDS

- ◆ 32% of employers surveyed reported growth in their employment levels during the past year while 35% expected growth over the next two years.
- ◆ 63% of employers surveyed reported stable employment levels during the past year while 62% expect stable employment levels over the next two years.
- ◆ Top five occupations with the highest percentage of employers reporting growth during the past year and expecting growth to continue over the next two years include:
 - ◆ Instructors, Non-Vocational Education (50%)
 - ◆ Marketing, Advertising and Public Relations Managers (40%)
 - ◆ Fiber Optics Technicians (40%)
 - ◆ Medical Secretaries (36%)
 - ◆ Operating Engineers (31%)
- ◆ Top three occupations with the highest percentage of employers that reported stable employment levels during the past year who are now expecting growth in employment levels over the next two years include:
 - ◆ Ultrasound Technologist (44%)
 - ◆ Systems Analyst (27%)
 - ◆ Fiber Optic Technicians (27%)
 - ◆ First-line Supervisors (27%)
 - ◆ Traffic, Shipping and Receiving Clerks (25%)

RECRUITMENT

- ◆ Percent of employers who said the most successful recruitment methods were:
 - ◆ Newspaper Ads
 - ◆ Employee Referrals
 - ◆ In-house Promotion and Transfers

SAN BERNARDINO COUNTY

OCCUPATIONS STUDIED IN 2000

Adjustment Clerks

Study of 2000

OES Code: 531230

20 Firms Responding

Representing 378 Employees

DESCRIPTION

Adjustment Clerks investigate and resolve customer complaints concerning merchandise, service, billing, or credit rating. They examine pertinent information to determine the accuracy of customer complaints and responsibility for errors, notify the customer and appropriate personnel of findings, adjustments, and recommendations on exchange of merchandise, refund of money, credit to customer's account, or the adjustment of the customer's bill.

ALTERNATE TITLE: Customer Service Representatives, Customer Service Clerk

WAGES

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$6.00-\$12.00	\$8.00
New Hires, Experienced	\$6.00-\$16.00	\$10.00
Experienced, After 3 Years with Firm	\$6.00-\$20.00	\$11.50

* Combines union and non-union wages.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	30%	0%	55%	5%	0%	0%	15%	20%
Dental	20%	0%	40%	5%	20%	0%	20%	20%
Vision	15%	0%	30%	0%	5%	0%	50%	25%
Life	25%	0%	30%	5%	5%	0%	40%	20%

Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	45%	0%	5%	0%	5%	0%	45%	25%
Vacation	75%	0%	5%	0%	0%	0%	20%	25%
Retirement	15%	0%	50%	10%	10%	0%	25%	15%
Child Care	0%	0%	0%	0%	0%	0%	100%	25%

Additional Full-time benefits include: N/A

OTHER INFORMATION

Hours: Full-time 90%, Avg. of 40 hours per week
Part-time 10%, Avg. of 22 hours per week

Shifts: Day-100%
Swing-5%
Other-5% (overtime)

In this occupation 81% of employees are female while 19% are male.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Employee Referrals (75%)
- ◆ In-house promotions or transfer (65%)
- ◆ Newspaper Ads (35%)

SUPPLY/DEMAND

Percent of responding employers indicating difficulty finding qualified applicants.

	Not Difficult	A Little Difficult	Somewhat Difficult	Very Difficult
Fully-Experienced & Qualified	15%	5%	30%	10%
Inexperienced	10%	15%	10%	5%

SIZE AND TRENDS

Size of Occupation/800-980

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 22.5% (Average).

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	0%	80%	20%
Projected Over the Next 2 Years	0%	100%	0%

Total employees hired the last 12 Months: 17 employees

Resulting from:

Replacements due to Employees leaving: 5 (29%)
Replacement due to Promotions: 4 (24%)
New Positions: 6 (35%)
Temporary Positions: 2 (12%)

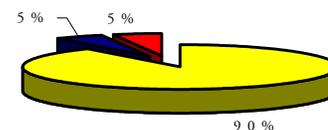
For additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training required: N/A

TRAINING/EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	50%	25%	15%
Other Occupational Experience Accepted	47%	53%	N/A
Technical or Vocational Training Required	15%	75%	10%
Training Accepted in Lieu of Experience	47%	53%	N/A

EDUCATION



90% High School/GED 5% Bachelor Degree
5% Less than High School

SKILL/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Alphabetic and numeric filing skills, ability to perform detailed clerical work, telephone answering services, ability to write effectively, problem-solving skills, ability to type at least 45 wpm.
PERSONAL/OTHER QUALIFICATIONS	Understanding of a variety of cultures, willingness to work with close supervision, ability to work independently, customer service skills.

LOCAL TRAINING PROVIDERS

Upon completion of our research, no training provider was found in San Bernardino County

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Amusement and Recreation Attendants

Study of 2000

OES Code: 680140

15 Firms Responding

Representing 311 Employees

DESCRIPTION

Amusement and Recreation Attendants perform a variety of duties at amusement and recreation facilities. They schedule the use of recreation facilities and allocate equipment to participants of sporting events or recreation pursuits, collect fees for games played, set pins, prepare billiard tables, provide caddying and other services for golfers, and operate carnival rides and amusement concessions.

ALTERNATE TITLE: Pro-Shop, Front Desk, Table or Gym Attendant

WAGES

EXPERIENCE	RANGE	MEDIAN
NON-UNION		
New Hires, No Experience	\$5.75-\$5.75	\$5.75
New Hires, Experienced	\$5.75-\$6.50	\$5.75
Experienced, After 3 Years with Firm	\$5.75-\$9.00	\$7.00

* Of the firms responding, 100% were non-union.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	20%	7%	7%	0%	0%	7%	20%	80%
Dental	13%	7%	0%	0%	0%	7%	33%	80%
Vision	0%	0%	0%	0%	0%	0%	47%	93%
Life	7%	0%	0%	0%	0%	0%	40%	93%

Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	20%	13%	0%	0%	0%	0%	27%	80%
Vacation	20%	20%	7%	0%	0%	0%	20%	73%
Retirement	7%	0%	0%	7%	0%	7%	40%	80%
Child Care	0%	0%	0%	7%	0%	7%	47%	80%
Additional	0%	0%	0%	0%	0%	0%	7%	7%

Additional Full-time benefits include: N/A

OTHER INFORMATION

Hours: Full-time 21%, Avg. of 36 hours per week
 Part-time 59%, Avg. of 21 hours per week
 Temp/on-call 7%, Avg. of 20 hours per week
 Seasonal-13%, Avg. of 30 hours per week

Shifts: Day-93%
 Swing-47%
 Graveyard-7%
 Other-40% (weekends, Holidays, Saturday).

In this occupation 56% of employees are female while 44% are male.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Employee Referrals (67%)
- ◆ Walk-in Applicants (60%)
- ◆ Newspaper Ads (53%)

SUPPLY/DEMAND

Percent of responding employers indicating difficulty finding qualified applicants.

	Not Difficult	Moderately Difficult	Difficult
Fully-Experienced & Qualified		X	
Inexperienced		X	

SIZE AND TRENDS

Size of Occupation/1,520-1,820

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 19.1% (Average)

Total employees hired the last 12 Months:
99

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	7%	20%	73%
Projected Over the Next 2 Years	0%	60%	40%

Resulting from:

Replacement due to Promotions: 14 (14%)

Replacements due to Employees leaving:
43(43%)

New Positions: 16 (16%)

Temporary Positions: 26 (26%)

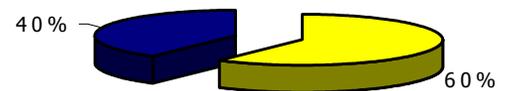
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training required:

TRAINING/ EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	13%	53%	33%
Other Occupational Experience Accepted	33%	67%	N/A
Technical or Vocational Training Required	0%	100%	0%
Training Accepted in Lieu of Experience	71%	29%	N/A

EDUCATION



60% High School/GED
40% Associates Degree

SKILL/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Ability to operate a cash register, possession of a valid driver's license, telephone-answering skills.
PERSONAL/OTHER QUALIFICATIONS	Ability to stand for prolonged periods, ability to tolerate noise, dust and fumes.

LOCAL TRAINING PROVIDERS

Upon completion of our research, no training provider was found in San Bernardino County

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Bus and Truck Mechanics and Diesel Engine

San Bernardino County Study of 2000

OES Code: 853110

15 Firms Responding

Representing 173 Employees

DESCRIPTION

Bus and Truck Mechanics and Diesel Engine Specialists repair and maintain the operating condition of trucks, buses, and all types of diesel engines. Includes mechanics working primarily with automobile diesel engines.

ALTERNATE TITLE: N/A

WAGES

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$10.00-\$17.78	\$10.50
New Hires, Experienced	\$9.09-\$18.89	\$12.95
Experienced, After 3 Years with Firm	\$12.00-\$23.01	\$17.00

* Combines union and non-union wages.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	54%	0%	35%	0%	0%	0%	11%	3%
Dental	38%	0%	24%	0%	16%	0%	22%	3%
Vision	30%	0%	19%	0%	5%	0%	46%	3%
Life	43%	0%	8%	0%	5%	0%	43%	3%

Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	43%	0%	3%	0%	3%	0%	51%	3%
Vacation	86%	0%	3%	0%	0%	0%	11%	3%
Retirement	41%	0%	32%	0%	5%	0%	22%	3%
Child Care	0%	0%	0%	0%	5%	0%	95%	3%
Additional	5%	0%	0%	0%	0%	0%	0%	0%

Additional Full-time benefits include: Paid Holidays

OTHER INFORMATION

Hours: Full-time 99%, Avg. of 41 hours per week
Part-time 1%, Avg. of 20 hours per week

Shifts: Day-97%
Swing-43%
Graveyard-22%
Other-5% (24/7)

In this occupation 99% of the employees are male while 1% are female.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Employee Referrals (78%)
- ◆ Newspaper Ads (76%)
- ◆ Walk-in Applicants (35%)

SUPPLY/DEMAND

Percent of responding employers indicating difficulty finding qualified applicants.

	Not Difficult	Moderately Difficult	Very Difficult
Fully-Experienced & Qualified		X	
Inexperienced		X	

SIZE AND TRENDS

Size of Occupation/1,560-2,040

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 30.8% (Much Faster than Average).

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	16%	57%	27%
Projected Over the Next 2 Years	5%	57%	38%

Total employees hired the last 12 Months: 134

Resulting from:

Replacement due to Promotions: (17) 13%

Replacements due to Employees leaving: (62) 46%

New Positions: (55) 41%

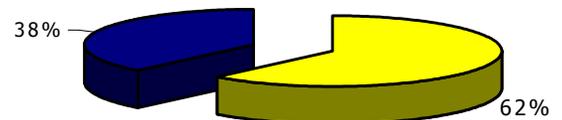
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training required:

TRAINING/ EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	78%	3%	19%
Other Occupational Experience Accepted	19%	81%	0%
Technical or Vocational Training Required	22%	57%	22%
Training Accepted in Lieu of Experience	56%	44%	0%

EDUCATION



62% High School/GED

38% Associates Degree

SKILL/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Automobile body and fender repair skills, ability to operate electronic automotive diagnostic equipment, knowledge of hydraulics, ability to operate electric testing equipment, ability to repair diesel engines, knowledge of basic auto mechanics, shop math skills, ability to implement safe work practices, ability to use hand tools, welding skills, possession of a valid Class A driver's license, valid Class B driver's license.
PERSONAL/OTHER QUALIFICATIONS	Ability to provide own hand tools, willingness to work with close supervision, public contact skills, ability to work independently, possession of a good DMV driving record.

LOCAL TRAINING PROVIDERS

Upon completion of our research, no training provider was found in San Bernardino County

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Call Center Supervisors and Managers

San Bernardino County Study of 2000

Non-OES Code: 531230998

15 Firms Responding

Representing 29 Employees

DESCRIPTION

Call Center Supervisors and Managers in call centers directly supervise and coordinate activities of call center staff. Call Center Supervisors and Managers may also engage, in part, in the same work as the workers they supervise. Does not include work leaders who spend 20% or more of their time at tasks similar to those of employees under their supervision.

ALTERNATE TITLE: Customer Service Manager

WAGES

EXPERIENCE	RANGE	MEDIAN
NON-UNION		
New Hires, No Experience	N/A	N/A
New Hires, Experienced	\$7.25-\$23.59	\$16.78
Experienced, After 3 Years with Firm	\$15.00-\$27.62	\$20.00

* Of the firms responding, 100% were non-union.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	20%	0%	73%	0%	0%	0%	7%	0%
Dental	27%	0%	67%	0%	0%	0%	7%	0%
Vision	13%	0%	47%	0%	7%	0%	33%	0%
Life	40%	0%	40%	0%	0%	0%	20%	0%

Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	87%	0%	0%	0%	7%	0%	7%	0%
Vacation	87%	0%	0%	0%	7%	0%	7%	0%
Retirement	20%	0%	40%	0%	27%	0%	13%	0%
Child Care	0%	0%	0%	0%	0%	0%	100%	0%
Additional	0%	0%	0%	0%	0%	0%	0%	0%

Additional Full-time benefits include: N/A

OTHER INFORMATION

Hours: Full-time 100 %, Avg. of 40 hours per week

Shifts: Day-100%
Swing-13%
Graveyard-0%

In this occupation 76 % employees are female while 24% are male.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ In-house promotion or transfer (93%)
- ◆ Employee Referrals (80%)
- ◆ Newspaper Ads (60%)

SUPPLY/DEMAND

Percent of responding employers indicating difficulty finding qualified applicants.

	Not Difficult	Moderately Difficult	Very Difficult
Fully-Experienced & Qualified		X	
Inexperienced	X		

SIZE AND TRENDS

Size of Occupation

NO PROJECTION DATA AVAILABLE

Total employees hired the last 12 Months: 0

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	0%	100%	0%
Projected Over the Next 2 Years	0%	80%	20%

Resulting from:

Replacement due to Promotions: N/A

Replacements due to Employees leaving: N/A

New Positions: N/A

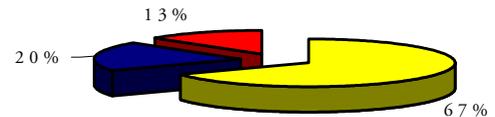
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training required:

TRAINING/ EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	60%	0%	40%
Other Occupational Experience Accepted	7%	43%	N/A
Technical or Vocational Training Required	0%	100%	0%
Training Accepted in Lieu of Experience	27%	73%	0%

EDUCATION



67% High School/GED

20% Bachelor Degree

13% Associates Degree

SKILL/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	N/A
PERSONAL/OTHER QUALIFICATIONS	N/A

LOCAL TRAINING PROVIDERS

Upon completion of our research, no training provider was found in San Bernardino County

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Call Center Workers

San Bernardino County Study of 2000

Non-OES Code: 531230999

15 Firms Responding

Representing 228 Employees

DESCRIPTION

Call Center Workers place or receive telephone calls on behalf of an organization in order to facilitate sales, provide, customer service, answer customers' questions, conduct research, or route calls to other divisions in the organization. They may promote and/or take orders for products or services. They may answer customer inquiries regarding accounts or membership in the organization. They may also receive customer complaints and resolve problems with service, billing or credit. They use computers or process orders for products and services. Does not include employees who work primarily and as Switchboard Operators or as Dispatchers.

ALTERNATE TITLE: Customer Service Representatives

WAGES

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$5.75-\$11.41	\$8.00
New Hires, Experienced	\$7.00-\$14.38	\$8.50
Experienced, After 3 Years with Firm	\$7.25-\$17.26	\$12.00

* Of the firms responding, 100% were non-union.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	18%	0%	76%	0%	0%	0%	6%	47%
Dental	18%	0%	65%	0%	0%	0%	18%	47%
Vision	6%	0%	53%	0%	6%	0%	35%	47%
Life	29%	0%	35%	0%	6%	0%	29%	47%

Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	71%	6%	6%	0%	6%	0%	18%	41%
Vacation	82%	12%	0%	0%	6%	0%	12%	35%
Retirement	18%	0%	41%	0%	18%	0%	24%	47%
Child Care	0%	0%	6%	6%	6%	0%	88%	41%
Additional	0%	0%	0%	0%	0%	0%	6%	6%

Additional Full-time benefits include: N/A

OTHER INFORMATION

Hours: Full-time 83%, Avg. of 40 hours per week
Part-time 17%, Avg. of 25 hours per week

Shifts: Day-100%
Swing-18%
Graveyard-0%
Other-6% (5 p.m. to 9 p.m.).

In this occupation 85% of employees are female while 15% are male.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Employee Referrals (82%)
- ◆ Walk-in Applicants (59%)
- ◆ Newspaper Ads (59%)

SUPPLY/DEMAND

Percent of responding employers indicating difficulty finding qualified applicants.

	Not Difficult	Moderately Difficult	Very Difficult
Fully-Experienced & Qualified		X	
Inexperienced		X	

SIZE AND TRENDS

Size of Occupation
No Projection Data Available

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	0%	82%	18%
Projected Over the Next 2 Years	0%	71%	29%

Total employees hired the last 12 Months: 51

Resulting from:
Replacement due to Promotions: 12 (24%)
Replacements due to Employees leaving: 33 (65%)
New Positions: 6 (12%)

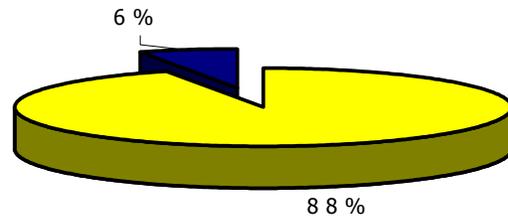
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training required:

TRAINING/ EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	41%	12%	47%
Other Occupational Experience Accepted	40%	60%	N/A
Technical or Vocational Training Required	0%	100%	0%
Training Accepted in Lieu of Experience	27%	73%	N/A

EDUCATION



88% High School/GED

6% Less than High School

SKILL/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	N/A
PERSONAL/OTHER QUALIFICATIONS	N/A

LOCAL TRAINING PROVIDERS

Upon completion of our research, no training provider was found in San Bernardino County

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Construction Managers

San Bernardino County Study of 2000

OES Code: 150170

25 Firms Responding

Representing 165 Employees

DESCRIPTION

Construction Managers plan, organize, direct, control, or coordinate, usually through subordinate supervisory personnel, activities concerned with the construction and maintenance of structures, facilities, and systems, including in specialized construction fields, such as carpentry or plumbing. Does not include general managers of large construction contracting firms.

ALTERNATE TITLE: Project Managers, Superintendents

WAGES

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$15.00-\$25.00	\$20.00
New Hires, Experienced	\$12.00-\$30.00	\$24.49
Experienced, After 3 Years with Firm	\$15.00-\$35.96	\$26.37

* Of the firms responding, 96% were non-union while 4% were union.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	72%	0%	20%	0%	0%	0%	8%	0%
Dental	40%	0%	0%	0%	4%	0%	56%	0%
Vision	36%	0%	0%	0%	4%	0%	60%	0%
Life	56%	0%	0%	0%	0%	0%	44%	0%

Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	44%	0%	0%	0%	0%	0%	56%	0%
Vacation	76%	0%	0%	0%	0%	0%	24%	0%
Retirement	36%	0%	8%	0%	4%	0%	52%	0%
Child Care	0%	0%	0%	0%	0%	0%	100%	0%
Additional	4%	0%	0%	0%	0%	0%	0%	0%

Additional Full-time benefits include: IRA

OTHER INFORMATION

Hours: Full-time 100%, Avg. of 41 hours per week

Shifts: Day-96%
Swing-12%
Graveyard-12%
Other-(All Hours)-8%

In this occupation 99% employees are male while 1% are female.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ In-house promotion or transfer (88%)
- ◆ Employee Referrals (84%)
- ◆ Newspaper Ads (48%)

SUPPLY/DEMAND

Percent of responding employers indicating difficulty finding qualified applicants.

	Not Difficult	Moderately Difficult	Very Difficult
Fully-Experienced & Qualified			X
Inexperienced			X

SIZE AND TRENDS

Size of Occupation/720-940

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 30.6% (Much faster than Average).

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	0%	68%	32%
Projected Over the Next 2 Years	4%	76%	20%

Total employees hired the last 12 Months: 60

Resulting from:

Replacement due to Promotions: (2) 3%

Replacements due to Employees leaving: (29) 48%

New Positions: (29) 48%

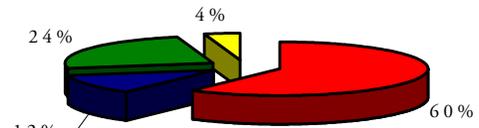
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training required: N/A

TRAINING/ EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	20%	53%	27%
Other Occupational Experience Accepted	14%	86%	N/A
Technical or Vocational Training Required	47%	53%	0%
Training Accepted in Lieu of Experience	43%	57%	N/A

EDUCATION



60% High School/GED
12% Less than High School

24% Associates Degree
4% Bachelor Degree

SKILL/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Office management skills, report writing skills, ability to follow purchasing procedures, understanding of the collective bargaining process, civil engineering skills, ability to estimate costs and submit bids, ability to hire and assign personnel, landscape site planning skills, understanding of commercial real estate practices, understanding of building costs, possession of a contractor's license, understanding of construction terms, understanding of contract law, knowledge of EEO & affirmative action programs and guidelines, knowledge of OSHA safety standards, ability to perform advanced mathematical computations.
PERSONAL/OTHER QUALIFICATIONS	Ability to work independently, ability to write legibly and possess excellent oral communication skills.

LOCAL TRAINING PROVIDERS

Upon completion of our research, no training provider was found in San Bernardino County

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Cost Estimators

San Bernardino County Study of 2000
OES Code: 219020

16 Firms Responding

Representing 54 Employees

DESCRIPTION

Cost Estimators prepare cost estimates for manufacturing of products, construction projects

ALTERNATE TITLE: N/A

WAGES

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	N/A	N/A
New Hires, Experienced	\$12.00-\$28.77	\$18.40
Experienced, After 3 Years with Firm	\$16.00-\$28.77	\$24.93

* Of the firms responding, 94% were non-union while 6% were union.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	56%	0%	38%	0%	0%	0%	6%	0%
Dental	44%	0%	13%	0%	6%	0%	38%	0%
Vision	44%	0%	6%	0%	6%	0%	44%	0%
Life	50%	0%	6%	0%	13%	0%	31%	0%

Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	100%	0%	0%	0%	0%	0%	0%	0%
Vacation	100%	0%	0%	0%	0%	0%	0%	0%
Retirement	38%	0%	13%	0%	25%	0%	25%	0%
Child Care	0%	0%	0%	0%	6%	0%	94%	0%
Additional	0%	0%	0%	0%	0%	0%	0%	0%

Additional Full-time benefits include: N/A

OTHER INFORMATION

Hours: Full-time 100%, Avg. of 42 hours per week

Shifts: Day-100%

In this occupation 89% of the employees are male while 11% are female.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Employee Referrals (94%)
- ◆ Newspaper Ads (81%)
- ◆ School, Program Referrals (50%)

SUPPLY/DEMAND

Percent of responding employers indicating difficulty finding qualified applicants.

	Not Difficult	Moderately Difficult	Very Difficult
Fully-Experienced & Qualified			X
Inexperienced		X	

SIZE AND TRENDS

Size of Occupation/490-640

It is projected that during 1997-2004 period this occupation will experience a growth rate of 30.6% (Much Faster Than Average).

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	0%	68%	32%
Projected Over the Next 2 Years	4%	76%	20%

Total employees hired the last 12 Months: 75

Resulting from:

Replacement due to Promotions: (8) 11%

Replacements due to Employees leaving: (18) 24%

New Positions: (47) 63%

Temporary: (2) 3%

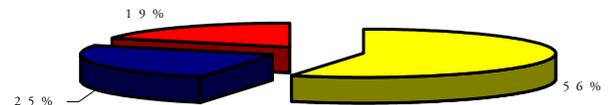
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training required:

TRAINING/ EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	88%	8%	4%
Other Occupational Experience Accepted	35%	65%	N/A
Technical or Vocational Training Required	12%	84%	4%
Training Accepted in Lieu of Experience	17%	83%	N/A

EDUCATION



56% High School/GED

25% Associates Degree

19% Bachelor Degree

SKILL/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Ability to prepare flow charts, accounting skills, ability to read blueprints, cost estimating skills, basic construction skills, understanding of building codes, ability to use spreadsheet software, ability to perform advanced mathematical computations, ability to write effectively, analytical skills.
PERSONAL/OTHER QUALIFICATIONS	Ability to pay close attention to detail, ability to work independently, ability to work under pressure.

LOCAL TRAINING PROVIDERS

Upon completion of our research, no training provider was found in San Bernardino County

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Data Processing Equipment Repairers

San Bernardino County Study of 2000

OES Code: 857050

15 Firms Responding

Representing 173 Employees

DESCRIPTION

Data Processing Equipment Repairers repair, maintain, and install electronic computers (mainframes, minis, and micros), peripheral equipment, and word processing systems. Does not include Non-Data Processing Equipment Repairers.

ALTERNATE TITLE: Network Engineer, Computer Technician

WAGES

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$5.75-\$12.00	\$9.32
New Hires, Experienced	\$6.90-\$15.00	\$10.00
Experienced, After 3 Years with Firm	\$9.00-\$18.75	\$12.00

* Of the firms responding, 100% were non-union.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	50%	0%	25%	0%	0%	0%	19%	19%
Dental	44%	0%	6%	0%	13%	0%	31%	19%
Vision	25%	0%	6%	0%	6%	0%	56%	19%
Life	38%	0%	6%	0%	6%	0%	44%	19%

Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	56%	0%	0%	0%	6%	0%	31%	13%
Vacation	81%	0%	0%	0%	0%	0%	13%	13%
Retirement	6%	0%	19%	0%	13%	0%	56%	19%
Child Care	0%	0%	0%	0%	0%	0%	94%	19%
Additional	6%	0%	0%	0%	0%	0%	6%	0%

Additional Full-time benefits include: N/A

OTHER INFORMATION

Hours: Full-time 92%, Avg. of 40 hours per week
Part-time 8%, Avg. of 17 hours per week

Shifts: Day-94%
Swing-6%
Other-6% (On-Call)

In this occupation 87% of the employees are male while 13% are female.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Employee Referrals (94%)
- ◆ Newspaper Ads (63%)
- ◆ School, Program Referrals (44%)

SUPPLY/DEMAND

Percent of responding employers indicating difficulty finding qualified applicants.

	Not Difficult	Moderately Difficult	Very Difficult
Fully-Experienced & Qualified		X	
Inexperienced		X	

SIZE AND TRENDS

No Projection Data for this occupation.

Total employees hired the last 12 Months: 18

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	6%	63%	31%
Projected Over the Next 2 Years	6%	69%	25%

Resulting from:

Replacement due to Promotions: (2) 11%

Replacements due to Employees leaving: (10) 56%

New Positions: (6) 33%

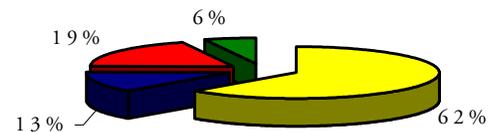
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training required:

TRAINING/EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	75%	13%	13%
Other Occupational Experience Accepted	29%	71%	0%
Technical or Vocational Training Required	50%	31%	19%
Training Accepted in Lieu of Experience	64%	36%	0%

EDUCATION



63% High School/GED
13% Less than HS

6% Bachelor Degree
19% Associates Degree

SKILL/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Ability to use analog computers, ability to use digital computers, ability to operate electronics testing equipment, knowledge of EDP systems engineering, ability to use diagnostics programs, ability to operate peripheral equipment, record keeping skills, knowledge of hardware and operating systems. Knowledge of microcomputer hardware and operating systems. Knowledge of minicomputer hardware and operating systems.
PERSONAL/OTHER QUALIFICATIONS	Possession of a reliable vehicle. Willingness to work with close supervision. Public contact skills. Ability to work independently. Basic math skills, ability to read and follow instructions, ability to write legibly, oral communication skills.

LOCAL TRAINING PROVIDERS

Upon completion of our research, no training provider was found in San Bernardino County

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Driver/Sales Workers

San Bernardino County Study of 2000

OES Code: 971170

17 Firms Responding

Representing 178 Employees

DESCRIPTION

Drivers/Sales Workers drive trucks or other vehicles over established routes to deliver and sell goods, such as food products; to collect and deliver items, such as laundry; or to collect coins, and to refill and service vending machines. Includes newspaper delivery drivers.

ALTERNATE TITLE: Delivery Driver

WAGES

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$5.75-\$11.99	\$6.50
New Hires, Experienced	\$5.75-\$12.79	\$8.00
Experienced, After 3 Years with Firm	\$5.75\$16.00	\$8.89

* Of the firms responding, 88% were non-union while 12% were union.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	41%	0%	18%	6%	6%	0%	18%	12%
Dental	35%	0%	0%	6%	6%	0%	41%	12%
Vision	18%	0%	0%	6%	6%	0%	59%	12%
Life	29%	0%	12%	6%	6%	0%	35%	12%

Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	35%	0%	0%	6%	0%	0%	47%	12%
Vacation	59%	0%	0%	6%	0%	0%	24%	12%
Retirement	18%	0%	18%	6%	12%	0%	35%	12%
Child Care	0%	0%	0%	0%	0%	0%	82%	18%
Additional	0%	0%	0%	0%	0%	0%	0%	0%

Additional Full-time benefits include: N/A

OTHER INFORMATION

Hours: Full-time 65%, Avg. of 42 hours per week
Part-time 35%, Avg. of 19 hours per week

Shifts: Day-100%
Swing-41%
Graveyard-6%
Other-29% (Evenings, Weekends)

In this occupation 84% of the employees are male while 16% are female.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Walk-in Applicants (69%)
- ◆ Employee Referrals (63%)
- ◆ Newspaper Ads (69%)

SUPPLY/DEMAND

Percent of responding employers indicating difficulty finding qualified applicants.

	Not Difficult	Moderately Difficult	Very Difficult
Fully-Experienced & Qualified	X		
Inexperienced		X	

SIZE AND TRENDS

Size of Occupation/1,620-2,380

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 46.9% (Much Faster than Average).

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	18%	47%	35%
Projected Over the Next 2 Years	6%	53%	41%

Total employees hired the last 12 Months: 38

Resulting from:

Replacement due to Promotions: (0) 0%

Replacements due to Employees leaving: (22) 58%

New Positions: (15) 39%

Temporary: (1) 3%

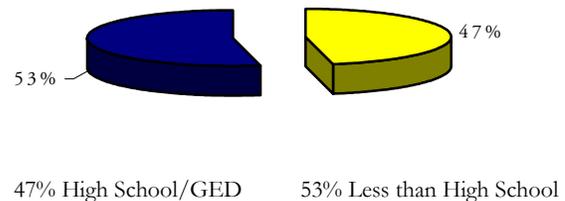
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training required:

TRAINING/ EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	18%	71%	12%
Other Occupational Experience Accepted	0%	100%	0%
Technical or Vocational Training Required	0%	100%	0%
Training Accepted in Lieu of Experience	0%	100%	0%

EDUCATION



SKILL/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Business math skills, ability to read invoices, record keeping skills, cash handling skills, automotive maintenance and minor repair skills, understanding of inventory techniques, bondable, possession of a valid Class A driver's license, valid Class B driver's license.
PHYSICAL	Ability to lift at least 50 lbs. repeatedly

LOCAL TRAINING PROVIDERS

Upon completion of our research, no training provider was found in San Bernardino County

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Fiber Optics Technicians

San Bernardino County Study of 2000

Non-OES Code: 023061999

15 Firms Responding

Representing 173 Employees

DESCRIPTION

Fiber Optics Technicians are responsible for the installation of fiber optic cables, making connections and splicing of fiber cables. They may maintain fiber optic systems to the nodes, which includes interconnecting and splicing at the nodes and at the head end. They may make connections to the nodes and repair the system.

ALTERNATE TITLE: N/A

WAGES

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$6.00-\$12.00	\$9.00
New Hires, Experienced	\$8.50-\$21.60	\$15.00
Experienced, After 3 Years with Firm	\$10.00-\$29.77	\$21.60

* Of the firms responding, 93% were non-union while 7% were union.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	27%	0%	53%	0%	7%	0%	13%	0%
Dental	20%	0%	47%	0%	7%	0%	27%	0%
Vision	7%	0%	20%	0%	7%	0%	67%	0%
Life	33%	0%	13%	0%	13%	0%	40%	0%

Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	33%	0%	7%	0%	13%	0%	47%	0%
Vacation	67%	0%	13%	0%	13%	0%	7%	0%
Retirement	13%	0%	27%	0%	20%	0%	40%	0%
Child Care	0%	0%	7%	0%	0%	0%	93%	0%
Additional	0%	0%	0%	0%	0%	0%	0%	0%

Additional Full-time benefits include: N/A

OTHER INFORMATION

Hours: Full-time 100%, Avg. of 40 hours per week

Shifts: Day-100%
Swing-40%
Graveyard-13%
Other-7%

In this occupation 89% of the employees are male while 2% are female.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Employee Referrals (100%)
- ◆ Newspaper Ads (67%)
- ◆ School, Program Referrals (40%)

SUPPLY/DEMAND

Percent of responding employers indicating difficulty finding qualified applicants.

	Not Difficult	Moderately Difficult	Very Difficult
Fully-Experienced & Qualified			X
Inexperienced			X

SIZE AND TRENDS

No Projection Data for this occupation.

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	0%	47%	53%
Projected Over the Next 2 Years	0%	33%	67%

Total employees hired the last 12 Months: 75

Resulting from:

Replacement due to Promotions: (8) 11%

Replacements due to Employees leaving: (18) 24%

New Positions: (47) 63%

Temporary: (2) 3%

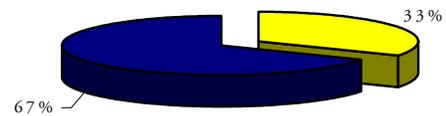
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training required:

TRAINING/ EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	67%	20%	13%
Other Occupational Experience Accepted	22%	78%	N/A
Technical or Vocational Training Required	13%	80%	7%
Training Accepted in Lieu of Experience	42%	58%	N/A

EDUCATION



33% Less than High School
67% High School/GED

SKILL/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	N/A
PERSONAL/OTHER QUALIFICATIONS	N/A

LOCAL TRAINING PROVIDERS

Upon completion of our research, no training provider was found in San Bernardino County

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Financial Managers

San Bernardino County Study of 2000

OES Code: 130020

15 Firms Responding

Representing 173 Employees

DESCRIPTION

Financial Managers plan, organize, direct, control, or coordinate financial activities of an organization. Includes managers in banks or similar financial institutions who advise on credit and investment policy or negotiate general policy with financial or other institutions.

ALTERNATE TITLE: Chief Financial Officer, Business Manager

WAGES

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	N/A	N/A
New Hires, Experienced	\$12.79-\$46.03	\$25.97
Experienced, After 3 Years with Firm	\$14.49-\$49.34	\$29.89

* Of the firms responding, 100% were non-union.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	38%	0%	63%	0%	0%	0%	0%	0%
Dental	44%	0%	56%	0%	0%	0%	0%	0%
Vision	38%	0%	44%	0%	13%	0%	6%	0%
Life	69%	0%	25%	0%	0%	0%	6%	0%

Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	94%	0%	0%	0%	0%	0%	6%	0%
Vacation	94%	0%	0%	0%	0%	0%	6%	0%
Retirement	19%	0%	13%	0%	56%	0%	13%	0%
Child Care	0%	0%	0%	0%	0%	0%	100%	0%
Additional	13%	0%	0%	0%	0%	0%	0%	0%

Additional Full-time benefits include: Mileage Reimbursement

OTHER INFORMATION

Hours: Full-time 100 %, Avg. of 40 hours per week

Shifts: Day-100%
Swing-6%
Other-6% (rotating shifts)

In this occupation 55% of the employees are female while 45% are male.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Employee Referrals (81%)
- ◆ In-house promotions and transfers (75%)
- ◆ Newspaper Ads (56%)

SUPPLY/DEMAND

Percent of responding employers indicating difficulty finding qualified applicants.

	Not Difficult	Moderately Difficult	Very Difficult
Fully-Experienced & Qualified		X	
Inexperienced	N/A	N/A	N/A

SIZE AND TRENDS

Size of Occupation/2,090-2,490

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 19.1% (Faster than Average).

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	0%	81%	19%
Projected Over the Next 2 Years	0%	81%	19%

Total employees hired the last 12 Months:

Replacement due to:

Promotions: (2) 50%

Replacements due to Employees leaving: (1) 25%

New Positions: (1) 25%

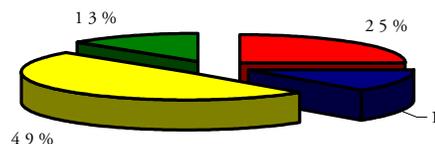
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training required:

TRAINING/ EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	100%	0%	0%
Other Occupational Experience Accepted	7%	93%	N/A
Technical or Vocational Training Required	0%	100%	0%
Training Accepted in Lieu of Experience	19%	81%	N/A

EDUCATION



25% High School/GED

13% Associates Degree

49% Bachelor Degree

13% Graduate Study

SKILL/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Business math skills. Ability to plan and organize the work of others, report writing skills, cost accounting skills, understanding of regulations affecting financial institutions, ability to apply techniques of statistical analysis, ability to analyze securities, financial planning skills, budget analysis skills, cost analysis skills, ability to hire and assign personnel, ability to interpret actuarial and probability of loss tables, ability to use computers in accounting applications, verbal presentation skills, ability to perform advance mathematical computations.
PERSONAL/OTHER QUALIFICATIONS	Ability to read and comprehend information quickly. Ability to work independently.

LOCAL TRAINING PROVIDERS

Upon completion of our research, no training provider was found in San Bernardino County

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

First Line Supervisors and Managers/Supervisors

San Bernardino County Study of 2000

OES Code: 810080

15 Firms Responding

Representing 130 Employees

DESCRIPTION

First-Line Supervisors and Managers/Supervisors or Production and Operating Workers directly supervise and coordinate activities of production and operating workers, such as testers, precision workers, machine setters and operators, assemblers, fabricators, or plant and system operators. Manager/Supervisors are generally found in smaller establishments where they perform both supervisory and management functions, such as accounting, marketing, and personnel work. In addition, Manager/Supervisors may also engage, in part, in the same production work as the workers they supervise. Does not include work leaders who spend 20% or more of their time at tasks similar to those of employees under their supervision and report them in the occupations which are most closely related to their specific

ALTERNATE TITLE: N/A

WAGES

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$5.75-\$7.50	\$6.63
New Hires, Experienced	\$6.00-\$17.05	\$12.00
Experienced, After 3 Years with Firm	\$6.00-\$30.00	\$15.00

* Of the firms responding, 100% were non-union.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	27%	7%	60%	0%	7%	0%	7%	7%
Dental	7%	7%	53%	0%	13%	0%	27%	7%
Vision	0%	0%	20%	0%	13%	0%	67%	13%
Life	20%	7%	27%	0%	7%	0%	47%	7%

Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	27%	0%	7%	0%	7%	0%	60%	13%
Vacation	73%	7%	13%	0%	7%	0%	7%	7%
Retirement	7%	0%	47%	0%	13%	0%	33%	13%
Child Care	0%	0%	7%	0%	7%	0%	87%	13%
Additional	0%	0%	7%	0%	0%	0%	13%	0%

Additional Full-time benefits include: Education Reimbursement

OTHER INFORMATION

Hours: Full-time 98%, Avg. of 42 hours per week

Part-time 2%, Avg. of 18 hours per week

Shifts: Day-93%

Swing-33%

Graveyard-13%

Other-7% (rotating shifts)

In this occupation 81% of the employees are male while 19% are female.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Employee Referrals (100%)
- ◆ In-house promotions and transfers (87%)
- ◆ Newspaper Ads (80%)

SUPPLY/DEMAND

Percent of responding employers indicating difficulty finding qualified applicants.

	Not Difficult	Moderately Difficult	Very Difficult
Fully-Experienced & Qualified			X
Inexperienced		X	

SIZE AND TRENDS

Size of Occupation/1,890-2,420

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 28% (Much Faster than Average).

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	13%	67%	20%
Projected Over the Next 2 Years	0%	67%	33%

Total employees hired the last 12 Months: 16

Resulting from:

Replacement due to Promotions: (4) 25%
Replacements due to Employees leaving: (6) 38%

New Positions: (5) 31%
Temporary: (1) 6%

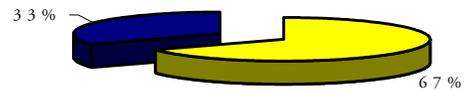
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training required:

TRAINING/ EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	73%	7%	20%
Other Occupational Experience Accepted	43%	57%	0%
Technical or Vocational Training Required	7%	87%	7%
Training Accepted in Lieu of Experience	50%	50%	0%

EDUCATION



67% High School/GED 33% Associates Degree

SKILL/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Ability to plan to organize the work of others, ability to explain and follow grievance procedures, ability to follow safe equipment operating practices, ability to perform assembly work, basic construction skills, ability to give oral instructions, problem solving skills, knowledge of technical aspects of subordinates' duties.
PERSONAL/OTHER QUALIFICATIONS	Ability to set work priorities, ability to motivate others, ability to work independently, interpersonal skills, ability to work under pressure, customer service skills, ability to deal effectively with difficult individuals, ability to manage unexpected situations or circumstances, ability to manage a multicultural workforce, ability to manage multiple priorities.

LOCAL TRAINING PROVIDERS

Upon completion of our research, no training provider was found in San Bernardino County.

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Home Health Aides

San Bernardino County Study of 2000

OES Code: 660110

15 Firms Responding

Representing 791 Employees

DESCRIPTION

Take care of and do household chores for the elderly and disabled under the supervision of a registered nurse or physical therapist.

ALTERNATE TITLE: N/A

WAGES

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$6.00-\$9.00	\$7.98
New Hires, Experienced	\$6.20-\$12.00	\$8.60
Experienced, After 3 Years with Firm	\$6.20-\$15.50	\$9.09

* Of the firms responding, 100% were non-union.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	6%	0%	35%	18%	6%	0%	18%	59%
Dental	6%	0%	41%	12%	6%	0%	12%	65%
Vision	6%	6%	35%	12%	6%	0%	18%	59%
Life	24%	6%	6%	0%	24%	6%	12%	65%

Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	35%	6%	6%	6%	6%	0%	18%	65%
Vacation	41%	12%	12%	12%	6%	0%	6%	53%
Retirement	18%	0%	6%	6%	18%	6%	24%	65%
Child Care	0%	0%	6%	6%	12%	6%	47%	65%
Additional	0%	0%	0%	0%	0%	0%	0%	0%

Additional Full-time benefits include: N/A

OTHER INFORMATION

Hours: Full-time 64 %, Avg. of 40 hours per week
Part-time 34%, Avg. of 22 hours per week

Shifts: Day-100%
Swing-53%
Graveyard-41%
Other-6% (weekends)

In this occupation 79% of the employees are female while 21% are male.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Employee Referrals (82%)
- ◆ Newspapers Ads (76%)
- ◆ Walk-in Applicants (36%)

SUPPLY/DEMAND

Percent of responding employers indicating difficulty finding qualified applicants.

	Not Difficult	Moderately Difficult	Very Difficult
Fully-Experienced & Qualified		X	
Inexperienced			X

SIZE AND TRENDS

Size of Occupation/340-450

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 32.4% (Much Faster than Average).

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	6%	53%	41%
Projected Over the Next 2 Years	6%	59%	35%

Total employees hired the last 12 Months: 99

Resulting from:

Replacement due to Promotions: (8) 8%

Replacements due to Employees leaving: (60) 61%

New Positions: (27) 27%

Temporary (4) 4%

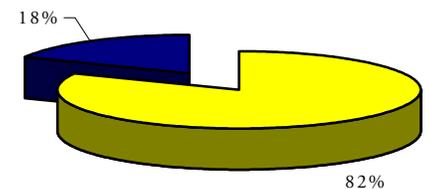
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training required:

TRAINING/ EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	47%	24%	29%
Other Occupational Experience Accepted	0%	100%	N/A
Technical or Vocational Training Required	31%	69%	0%
Training Accepted in Lieu of Experience	35%	65%	0%

EDUCATION



82% High School Diploma/GED

18% Less than High School

SKILL/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Basic math skills, excellent oral communications. Ability to prepare meals, ability to apply transferring techniques to moving patients, possession of an HHA Certificate, possession of a Certified Nurse Assistant qualification, certificated to perform CPR, possession of a valid driver's license.
PERSONAL/OTHER QUALIFICATIONS	Possession of a reliable vehicle, willingness to work with close supervision, ability to work independently.

LOCAL TRAINING PROVIDERS

Upon completion of our research, no training provider was found i

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Industrial Truck and Tractor Operators

San Bernardino County Study of 2000

OES Code: 979470

27 Firms Responding

Representing 372 Employees

DESCRIPTION

Industrial Truck and Tractor Operators operate gasoline or electric powered industrial trucks or tractors equipped with fork lift, elevated platform, or trailer hitch to move materials within an establishment, warehouse, storage yard, factory, or at a construction site. Does not include Logging Tractor Operators.

ALTERNATE TITLE: Forklift Operator/Driver

WAGES

EXPERIENCE	RANGE	MEDIAN	RANGE	MEDIAN
	UNION		NON-UNION	
New Hires, No Experience	\$9.90-\$16.95	\$12.50	\$5.75-\$13.63	\$8.32
New Hires, Experienced	\$9.70-\$19.45	\$11.96	\$5.75-\$14.38	\$10.00
Experienced, After 3 Years with Firm	\$10.85-\$19.45	\$12.23	\$5.75-\$19.39	\$14.00

* Of the firms responding, 78% were non-union while 22% were union.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	33%	0%	56%	0%	4%	0%	7%	0%
Dental	15%	0%	48%	0%	7%	0%	30%	0%
Vision	19%	0%	22%	0%	7%	0%	52%	4%
Life	44%	0%	26%	0%	0%	0%	30%	0%

Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	33%	0%	7%	0%	0%	0%	59%	0%
Vacation	78%	0%	7%	0%	0%	0%	15%	0%
Retirement	33%	0%	33%	0%	11%	0%	22%	0%
Child Care	4%	0%	0%	0%	0%	0%	96%	4%
Additional	0%	0%	0%	0%	0%	0%	4%	0%

Additional Full-time benefits include: N/A

OTHER INFORMATION

Hours: Full-time 100%, Avg. of 42 hours per week

Shifts: Day-93%
Swing-44%
Graveyard-22%
Other-4% (on the road drivers)

In this occupation 98% of the employees are male while 2% are female.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Newspaper Ads (81%)
- ◆ Employee Referrals (70%)
- ◆ Walk-in Applicants (70%)

SUPPLY/DEMAND

Percent of responding employers indicating difficulty finding qualified applicants.

	Not Difficult	Moderately Difficult	Very Difficult
Fully-Experienced & Qualified		X	
Inexperienced		X	

SIZE AND TRENDS

Size of Occupation/2,080-2,540

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 22.1% (Faster than Average).

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	4%	67%	30%
Projected Over the Next 2 Years	4%	70%	26%

Resulting from:

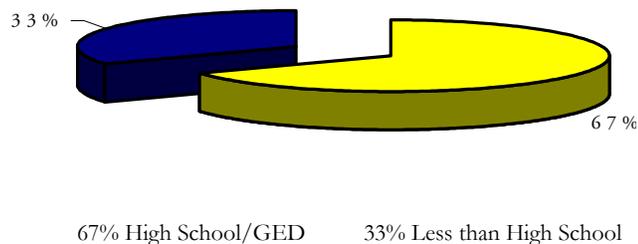
Replacement due to Promotions: (22)
17%
Replacements due to Employees leaving:
(82) 62%
New Positions: (23) 17%
Temporary: (6) 5%

Total employees hired the last 12 Months: 4
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training required: N/A

EDUCATION



TRAINING/ EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	59%	11%	30%
Other Occupational Experience Accepted	14%	86%	0%
Technical or Vocational Training Required	11%	85%	4%
Training Accepted in Lieu of Experience	33%	67%	0%

SKILL/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Automobile maintenance, minor repair skills, forklift driver certificate.
PERSONAL/OTHER QUALIFICATIONS	Mechanical aptitude, basic math skills, ability to read and follow directions, excellent oral communication skills.

LOCAL TRAINING PROVIDERS

Upon completion of our research, no training provider was found in San Bernardino County

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Instructors, Non-Vocational Education

San Bernardino County Study of 2000

OES Code: 313170

16 Firms Responding

Representing 177 Employees

DESCRIPTION

Non-vocational Education Instructors teach or instruct out-of-school youths and adults in courses other than those that normally lead to an occupational objective and are less than the baccalaureate level. Subjects may include self-improvement or non-vocational courses, such as Americanization, basic education, art, drama, music, bridge, homemaking, stock market analysis, languages, modeling, flying, dancing, and automobile driving. They teach in public or private schools or in an organization whose primary business is other than education.

ALTERNATE TITLE: Teacher

WAGES

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$5.75-\$28.20	\$8.00
New Hires, Experienced	\$6.50-\$20.00	\$12.00
Experienced, After 3 Years with Firm	\$8.00-\$30.70	\$15.05

* Of the firms responding, 100% were non-union.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	25%	0%	13%	0%	0%	6%	19%	81%
Dental	19%	0%	6%	0%	0%	6%	31%	81%
Vision	13%	0%	13%	0%	6%	6%	31%	81%
Life	13%	6%	0%	0%	0%	6%	38%	75%

Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	44%	19%	0%	0%	0%	0%	13%	69%
Vacation	31%	6%	0%	0%	0%	0%	25%	81%
Retirement	19%	6%	0%	0%	6%	6%	31%	75%
Child Care	6%	0%	0%	0%	0%	0%	50%	88%
Additional	0%	0%	0%	0%	0%	0%	6%	0%

Additional Full-time benefits include: N/A

OTHER INFORMATION

Hours: Full-time 30%, Avg. of 38 hours per week
 Part-time 54%, Avg. of 18 hours per week
 Temp/On-Call. Avg. of 16% hours per week

Shifts: Day-94%
 Swing-50%
 Graveyard-6%
 Other-13% (morning/afternoon calls)

In this occupation 57% of the employees are female while 43% are male.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Employee Referrals (88%)
- ◆ In-house promotions and transfers (38%)
- ◆ Walk-in Applicants (38%)

SUPPLY/DEMAND

Percent of responding employers indicating difficulty finding qualified applicants.

	Not Difficult	Moderately Difficult	Very Difficult
Fully-Experienced & Qualified			X
Inexperienced			X

SIZE AND TRENDS

Size of Occupation/3,090-5,020

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 33.3% (Much Faster than Average).

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	13%	22%	65%
Projected Over the Next 2 Years	2%	7%	91%

Resulting from:

Replacement due to Promotions: (16)
35%

Replacements due to Employees leaving:
(10) 22%

New Positions: (19) 41%

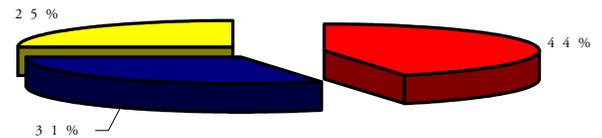
Temporary: (1) 2%

Total employees hired the last 12 Months: 46
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training required: N/A

EDUCATION



TRAINING/ EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	50%	13%	38%
Other Occupational Experience Accepted	17%	83%	0%
Technical or Vocational Training Required	19%	81%	0%
Training Accepted in Lieu of Experience	64%	36%	0%

44% High School/GED
25% Bachelor Degree

31% Less than High School

SKILL/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	N/A
PERSONAL/OTHER QUALIFICATIONS	N/A

LOCAL TRAINING PROVIDERS

Upon completion of our research, no training provider was found in San Bernardino County

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Marketing, Advertising, and Public Relations

San Bernardino County Study of 2000

OES Code: 130110

15 Firms Responding

Representing 173 Employees

DESCRIPTION

Marketing, Advertising, and Public Relations Managers formulate marketing policies, direct sales activities, and plan, organize, and direct advertising and public relations activities for a department, an entire organization, or on an account basis.

ALTERNATE TITLE: N/A

WAGES

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$6.00-\$12.79	\$6.00
New Hires, Experienced	\$6.00-\$21.31	\$12.79
Experienced, After 3 Years with Firm	\$7.00-\$24.29	\$17.05

* Of the firms responding, 100% were non-union.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	53%	0%	27%	0%	7%	0%	13%	20%
Dental	47%	0%	13%	0%	13%	0%	27%	20%
Vision	27%	0%	7%	0%	13%	0%	53%	20%
Life	47%	0%	0%	0%	13%	0%	40%	20%

Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	80%	0%	7%	0%	0%	0%	13%	20%
Vacation	87%	7%	7%	0%	0%	0%	7%	13%
Retirement	27%	0%	7%	0%	13%	0%	53%	20%
Child Care	0%	0%	0%	0%	0%	0%	100%	20%
Additional	0%	0%	0%	0%	0%	0%	0%	0%

Additional Full-time benefits include: N/A

OTHER INFORMATION

Hours: Full-time 82%, Avg. of 42 hours per week.
Part-time 13%. Avg. of 12 hours per week.
Temp/On-call 5%, Avg. of 20 hours per week.

Shifts: Day-93%
Swing-7%

In this occupation 53% of the employees are female while 47% are male.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Employee Referrals (80%)
- ◆ Newspaper Ads (67%)
- ◆ Internet (47%)

SUPPLY/DEMAND

Percent of responding employers indicating difficulty finding qualified applicants.

	Not Difficult	Moderately Difficult	Very Difficult
Fully-Experienced & Qualified		X	
Inexperienced		X	

SIZE AND TRENDS

Size of Occupation/1,050-1,280

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 21.9% (Average).

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	0%	47%	53%
Projected Over the Next 2 Years	0%	47%	53%

Total employees hired the last 12 Months: 18

Resulting from:

Replacement due to Promotions: (1) 6%

Replacements due to Employees leaving: (2) 11%

New Positions: (11) 61%

Temporary: (4) 22%

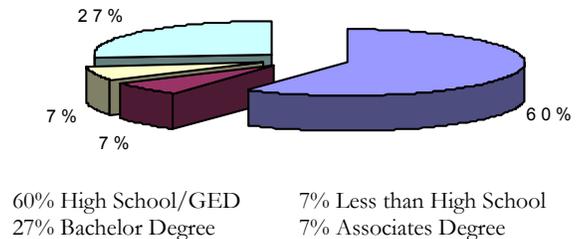
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training required:

TRAINING/ EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	73%	20%	7%
Other Occupational Experience Accepted	25%	75%	0%
Technical or Vocational Training Required	7%	87%	7%
Training Accepted in Lieu of Experience	33%	67%	0%

EDUCATION



SKILL/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Ability to manage an activity or department. Supervisory skills, ability to analyze and use market research data. Understanding of labor relations' practices. Media advertising sales skills.
PERSONAL/OTHER QUALIFICATIONS	Ability to work independently, ability to maintain good customer relations, ability to maintain good business relationships. Ability to manage unexpected situations or circumstances. Ability to manage multiple priorities.

LOCAL TRAINING PROVIDERS

Upon completion of our research, no training provider was found in San Bernardino County

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Medical Secretaries

San Bernardino County Study of 2000

OES Code: 551050

15 Firms Responding

Representing 173 Employees

DESCRIPTION

Medical Secretaries perform secretarial duties utilizing specific knowledge of medical terminology and hospital, clinic or laboratory procedures. Their duties include taking dictation, and compiling and recording medical charts, reports, and correspondence, as well as preparing and sending bills to patients or recording appointments.

ALTERNATE TITLE: Front Office Secretaries, Medical Receptionist

WAGES

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$6.50-\$7.00	\$6.75
New Hires, Experienced	\$6.50-\$11.97	\$7.75
Experienced, After 3 Years with Firm	\$8.00-\$13.96	\$9.63

* Of the firms responding, 93% were non-union while 7% were union.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	50%	0%	29%	0%	0%	0%	21%	0%
Dental	29%	0%	14%	0%	0%	0%	57%	0%
Vision	14%	0%	21%	0%	0%	0%	64%	0%
Life	7%	0%	0%	0%	0%	0%	93%	0%

Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	29%	0%	7%	0%	0%	0%	64%	0%
Vacation	36%	0%	7%	0%	0%	0%	57%	0%
Retirement	7%	0%	14%	0%	0%	0%	79%	0%
Child Care	0%	0%	0%	0%	0%	0%	100%	0%
Additional	0%	0%	0%	0%	0%	0%	21%	0%

Additional Full-time benefits include: N/A

OTHER INFORMATION

Hours: Full-time 89%, Avg. of 39 hours per week
Part-time 11%, Avg. of 22 hours per week

Shifts: Day-100%

In this occupation 98% of the employees are female while 2% are male.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Employee Referrals (79%)
- ◆ School, Program Referrals (57%)
- ◆ Walk-in Applicants (57%)

SUPPLY/DEMAND

Percent of responding employers indicating difficulty finding qualified applicants.

	Not Difficult	Moderately Difficult	Very Difficult
Fully-Experienced & Qualified		X	
Inexperienced		X	

SIZE AND TRENDS

Size of Occupation/510-520

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 2% (No significant change, remain stable).

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	0%	57%	43%
Projected Over the Next 2 Years	0%	57%	43%

Total employees hired the last 12 Months: 24

Resulting from:

Replacement due to Promotions: (3) 13%

Replacements due to Employees leaving: (12) 50%

New Positions: (9) 38%

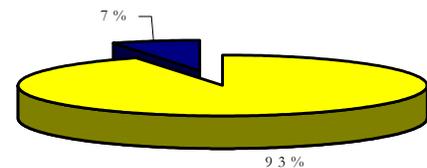
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training required:

TRAINING/ EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	71%	0%	29%
Other Occupational Experience Accepted	23%	77%	N/A
Technical or Vocational Training Required	7%	86%	7%
Training Accepted in Lieu of Experience	43%	57%	N/A

EDUCATION



93% High School/GED

7% Less than High School

SKILL/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Ability to complete and explain insurance forms, ability to operate a transcribing machine, ability to follow billing procedures, certified in Medical Transcription as CMT, knowledge of medical terminology, ability to take dictation of at least 100 wpm, ability to type at least 60 words per minute. Basic math skills, ability to read and follow instructions.

LOCAL TRAINING PROVIDERS

Upon completion of our research, no training provider was found in San Bernardino County

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Operating Engineers

San Bernardino County Study of 2000

OES Code: 979560

15 Firms Responding

Representing 292 Employees

DESCRIPTION

Operating Engineers operate several types of power construction equipment, such as compressors, pumps, hoists, derricks, and cranes. Shovels, tractors, scrapers, or motor graders to excavate, move and grade earth, erect structures, or pour concrete or other hard surface paving. They may repair and maintain equipment in addition to other duties. Does not include workers who specialize in operation of a single type of heavy equipment such as a bulldozer or crane.

ALTERNATE TITLE: N/A

WAGES

EXPERIENCE	RANGE	MEDIAN	RANGE	MEDIAN
	UNION		NON-UNION	
New Hires, No Experience	\$27.00-\$40.55	\$28.54	\$7.00-\$10.00	\$8.00
New Hires, Experienced	\$18.50-\$40.55	\$28.00	\$10.00-\$17.00	\$14.00
Experienced, After 3 Years with Firm	\$18.50-\$40.55	\$28.77	\$14.00-\$20.00	\$18.00

* Of the firms responding, 56% were non-union while 44% were union.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	44%	0%	38%	0%	6%	0%	13%	6%
Dental	25%	0%	19%	0%	13%	0%	44%	6%
Vision	25%	0%	13%	0%	6%	0%	56%	6%
Life	25%	0%	19%	0%	6%	0%	50%	6%

Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	25%	0%	0%	0%	0%	0%	75%	6%
Vacation	75%	0%	0%	0%	0%	0%	25%	6%
Retirement	44%	0%	13%	0%	6%	0%	38%	6%
Child Care	0%	0%	0%	0%	0%	0%	100%	6%
Additional	0%	0%	0%	0%	0%	0%	6%	6%

Additional Full-time benefits include: N/A

OTHER INFORMATION

Hours: Full-time 88%, Avg. of 40 hours per week
Part-time-1%
Temporary/On-call 12%

Shifts: Day-100%
Swing-6%
Other-6% (4/10 hour days)

In this occupation 98% of the employees are male while 2% are female.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Employee Referrals (75%)
- ◆ In-house promotions and transfers (63%)
- ◆ Newspaper Ads (50%)

SUPPLY/DEMAND

Percent of responding employers indicating difficulty finding qualified applicants.

	Not Difficult	Moderately Difficult	Very Difficult
Fully-Experienced & Qualified			X
Inexperienced		X	

SIZE AND TRENDS

Size of Occupation/700-840

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 20% (Average).

Total employees hired the last 12 Months: 109

Resulting from:

Replacement due to Promotions: (7) 6%

Replacements due to Employees leaving: (28) 26%

New Positions: (24) 22%

Temporary Positions: (50) 46%

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	13%	31%	56%
Projected Over the Next 2 Years	13%	56%	31%

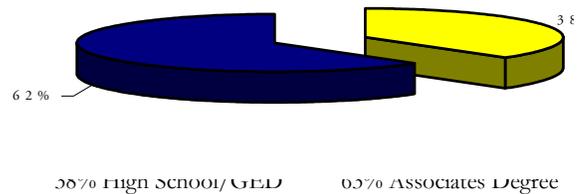
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training required:

TRAINING/ EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	63%	31%	6%
Other Occupational Experience Accepted	30%	70%	0%
Technical or Vocational Training Required	6%	88%	6%
Training Accepted in Lieu of Experience	27%	73%	0%

EDUCATION



SKILL/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Automotive maintenance and minor repair skills. Ability to read blue prints, ability to read working drawings, ability to follow safe equipment operating practices, basic construction skills, certified for special construction equipment.
PERSONAL/OTHER QUALIFICATIONS	Ability to pass a pre-employment medical examination, ability to lift at least 50 lbs repeatedly. Possession of mechanical aptitude, willingness to work with close supervision, ability to work independently, possession of a good DMV driving record.

LOCAL TRAINING PROVIDERS

Upon completion of our research, no training provider was found in San Bernardino County

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Residential Counselors

Study of 2000

OES Code: 273070

17 Firms Responding

Representing 378 Employees

DESCRIPTION

Residential Counselors coordinate activities for residents of care and treatment institutions, boarding schools, college fraternities or sororities, children homes, or similar establishments. Their work includes developing or assisting in the development of program plans for individuals, maintaining household records, and assigning rooms. They counsel residents in identifying and resolving social and other problems. They order supplies and determine need for maintenance, repairs, and furnishings.

ALTERNATE TITLE: Case Manager, Residential Manager, Activity/Resident Director,

WAGES

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$5.75-\$13.14	\$6.71
New Hires, Experienced	\$5.75-\$12.44	\$8.00
Experienced, After 3 Years with Firm	\$5.77-\$15.10	\$9.00

* Of the firms responding, 100% were non-union.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	24%	6%	71%	0%	0%	0%	5%	24%
Dental	29%	6%	47%	0%	0%	0%	24%	24%
Vision	24%	6%	35%	0%	6%	0%	35%	24%
Life	41%	0%	12%	0%	6%	6%	41%	29%

Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	76%	0%	0%	0%	0%	0%	24%	29%
Vacation	76%	6%	12%	0%	0%	0%	12%	24%
Retirement	12%	6%	18%	0%	18%	0%	53%	24%
Child Care	0%	0%	0%	0%	0%	0%	100%	29%
Additional	6%	0%	0%	0%	0%	0%	6%	6%

Additional Full-time benefits include: Short Term/Long Term Disability

OTHER INFORMATION

Hours: Full-time 81%, Avg. of 40 hours per week
 Part-time 12%, Avg. of 24 hours per week
 Temp/on-call 7%, Avg. of 15 hours per week
 Shifts: Day-100%
 Swing-76%
 Graveyard-59%
 Other-65% (weekends, on-call, 24/7).

In this occupation 60% of employees are female while 40% are male.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Employee Referrals (82%)
- ◆ Newspaper Ads (71%)
- ◆ Walk-in Applicants (29%)
- ◆ College/Universities (29%)

SUPPLY/DEMAND

Percent of responding employers indicating difficulty finding qualified applicants.

	Not Difficult	A Little Difficult	Somewhat Difficult	Very Difficult
Fully-Experienced & Qualified	0%	18%	29%	12%
Inexperienced	12%	18%	12%	0%

SIZE AND TRENDS

Size of Occupation/880-1,230

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 39.8% (Much Faster than Average).

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	0%	71%	29%
Projected Over the Next 2 Years	6%	53%	41%

Total employees hired the last 12 Months: 203 employees

Resulting from:

Replacement due to Promotions: 18 (9%)

Replacements due to Employees leaving: 112 (55%)

New Positions: 14 (7%)

Temporary Positions: 59 (29%)

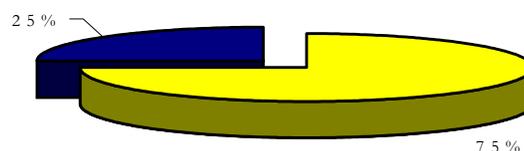
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training required:

TRAINING/ EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	59%	18%	24%
Other Occupational Experience Accepted	14%	86%	N/A
Technical or Vocational Training Required	6%	82%	12%
Training Accepted in Lieu of Experience	29%	71%	N/A

EDUCATION



75% High School/GED

25% Associates Degree

SKILL/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Ability to plan and organize the work of others, record keeping skills, merchandise ordering skills, ability to write effectively, problem solving skills, ability to implement a progressive discipline process. Basic math skills, ability to read and follow instructions, ability to write legibly, oral communications skills.

LOCAL TRAINING PROVIDERS

Upon completion of our research, no training provider was found in San Bernardino County

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Storage and Distribution Managers

San Bernardino County Study of 2000

Non-OES Code: 1502330999

15 Firms Responding

Representing 239 Employees

DESCRIPTION

Storage and Distribution Managers, plan, direct and coordinates the activities of workers, such as forklift operators, shipping clerks and material movers, engaged in storage and distribution of materials and products. Their duties include use of manual or electronic means to establish and maintain operational procedures for verification of incoming and outgoing shipments, handling and disposition of merchandise, and maintaining of warehouse inventories. They work with other department heads to coordinate activities with need in production, sales and purchasing. They plan and oversee facilities and equipment maintenance and repair.

ALTERNATE TITLE: Warehouse Manager, Facility Manager,

WAGES

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$11.50-\$17.26	\$16.00
New Hires, Experienced	\$9.00-\$19.18	\$16.39
Experienced, After 3 Years with Firm	\$11.50-\$25.57	\$19.10

* Of the firms responding, 93% were non-union while 7% were union.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	29%	0%	64%	0%	7%	0%	0%	0%
Dental	21%	0%	64%	0%	14%	0%	0%	0%
Vision	21%	0%	50%	0%	14%	0%	14%	0%
Life	71%	0%	14%	0%	7%	0%	7%	0%

Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	86%	0%	0%	0%	0%	0%	14%	0%
Vacation	86%	0%	7%	0%	0%	0%	7%	0%
Retirement	50%	0%	29%	0%	7%	0%	14%	0%
Child Care	7%	0%	0%	0%	7%	0%	86%	0%
Additional	21%	0%	0%	0%	0%	0%	0%	0%

Additional Full-time benefits include: Profit Share

OTHER INFORMATION

Hours: Full-time 100%, Avg. of 42 hours per week

Shifts: Day-100%
Swing-36%
Graveyard-21%
Other-14% (24 hours a day, 7 days a week)

In this occupation 85% of the employees are male while 15% are female.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Employee Referrals (69%)
- ◆ In-house promotions and transfers (69%)
- ◆ Newspaper Ads (54%)

SUPPLY/DEMAND

Percent of responding employers indicating difficulty finding qualified applicants.

	Not Difficult	Moderately Difficult	Very Difficult
Fully-Experienced & Qualified		X	
Inexperienced		X	

SIZE AND TRENDS

No Projection Data for this occupation.

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	7%	79%	14%
Projected Over the Next 2 Years	0%	71%	29%

Total employees hired the last 12 Months: 69

Resulting from:

Replacement due to Promotions: (41) 59%
Replacements due to Employees leaving: (17) 25%
New Positions: (11) 16%

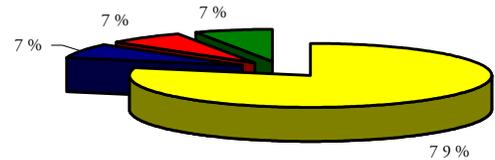
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training required:

TRAINING/ EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	57%	21%	21%
Other Occupational Experience Accepted	9%	91%	N/A
Technical or Vocational Training Required	0%	100%	0%
Training Accepted in Lieu of Experience	18%	82%	N/A

EDUCATION



79% High School/GED
7% Associates Degree

7% Less than High School
7% Bachelor Degree

SKILL/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	N/A
PERSONAL/OTHER QUALIFICATIONS	N/A

LOCAL TRAINING PROVIDERS

Upon completion of our research, no training provider was found in San Bernardino County

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Systems Analysts-Electronic Data Processing

San Bernardino County Study of 2000

OES Code: 251020

15 Firms Responding

Representing 173 Employees

DESCRIPTION

Systems Analysts, Electronic Data Processing, analyze business, scientific, and technical problems for application to electronic data processing systems. Does not include persons working primarily as engineers, mathematicians, programmers, or scientists.

ALTERNATE TITLE: System Administrator

WAGES

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	N/A	N/A
New Hires, Experienced	\$9.00-\$21.58	\$17.85
Experienced, After 3 Years with Firm	\$10.00-\$31.16	\$21.58

* Of the firms responding, 100% were non-union.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	40%	0%	47%	0%	0%	0%	13%	7%
Dental	27%	0%	40%	0%	13%	0%	20%	7%
Vision	13%	0%	27%	0%	7%	0%	53%	7%
Life	13%	0%	27%	0%	7%	0%	53%	7%

Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	60%	0%	20%	0%	0%	0%	20%	7%
Vacation	80%	0%	13%	0%	0%	0%	7%	7%
Retirement	20%	0%	27%	0%	13%	0%	40%	7%
Child Care	0%	0%	7%	0%	0%	0%	93%	7%
Additional	0%	0%	0%	0%	7%	0%	7%	0%

Additional Full-time benefits include: N/A

OTHER INFORMATION

Hours: Full-time 98%, Avg. of 40 hours per week
Part-time 2%, Avg. of 25 hours per week

Shifts: Day-100%
Swing-7%

In this occupation 63% of the employees are male while 37% are female.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Employee Referrals (80%)
- ◆ Newspaper Ads (60%)
- ◆ In-house promotions and transfers (53%)

SUPPLY/DEMAND

Percent of responding employers indicating difficulty finding qualified applicants.

	Not Difficult	Moderately Difficult	Very Difficult
Fully-Experienced & Qualified		X	
Inexperienced	N/A	N/A	N/A

SIZE AND TRENDS

Size of Occupation/570-850

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 49.1% (Much Faster than Average).

Total employees hired the last 12 Months: 21

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	7%	80%	13%
Projected Over the Next 2 Years	0%	60%	40%

Resulting from:

Replacement due to Promotions: (5) 24%

Replacements due to Employees leaving: (9) 43%

New Positions: (5) 24%

Temporary: (2) 10%

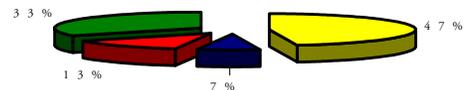
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training required:

TRAINING/ EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	100%	0%	0%
Other Occupational Experience Accepted	21%	79%	0%
Technical or Vocational Training Required	27%	60%	13%
Training Accepted in Lieu of Experience	27%	73%	0%

EDUCATION



47% High School/GED
13% Associates Degree

33% Bachelor Degree
7% Less than HS

SKILL/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Knowledge of Algebra, ability to prepare flow charts, ability to use COBOL, knowledge of mainframe hardware and operating systems, knowledge of microcomputer and operating systems, ability to use C programming language, knowledge of UNIX, ability to use database software, ability to use business applications software, ability to use scientific applications software, ability to use engineering applications software, understanding of wide area networks, ability to set-up and maintain multi-user systems, understanding of local area networks (LAN), ability to write effectively.
PERSONAL/OTHER QUALIFICATIONS	Customer service skills

LOCAL TRAINING PROVIDERS

Upon completion of our research, no training provider was found in San Bernardino County

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Teachers, Kindergarten

San Bernardino County Study of 2000

OES Code: 313040

14 Firms Responding

Representing 791 Employees

DESCRIPTION

Kindergarten Teachers teach elemental natural and social science, personal hygiene, music, art, and literature to children from 4 to 6 years old. Promote physical, mental and social development. May require State certification.

ALTERNATE TITLE: N/A

WAGES

EXPERIENCE	RANGE	MEDIAN	RANGE	MEDIAN
	UNION		NON-UNION	
New Hires, No Experience	\$15.31-\$18.18	\$17.16	\$7.00-\$21.14	\$16.04
New Hires, Experienced	\$16.45-\$21.05	\$17.85	\$7.50-21.14	\$15.38
Experienced, After 3 Years with Firm	\$18.18-\$24.35	\$21.07	\$8.25-\$22.81	\$16.27

* Of the firms responding, 64% were union, 36% were non-union.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	79%	0%	14%	21%	0%	0%	0%	14%
Dental	93%	7%	0%	14%	0%	0%	0%	14%
Vision	79%	7%	0%	14%	0%	0%	14%	14%
Life	86%	0%	0%	14%	0%	0%	7%	21%

Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	86%	7%	0%	0%	7%	7%	0%	7%
Vacation	43%	7%	7%	0%	7%	0%	36%	29%
Retirement	50%	7%	14%	0%	7%	6%	21%	29%
Child Care	0%	0%	7%	7%	0%	6%	86%	21%
Additional	0%	0%	0%	0%	0%	0%	0%	0%

Additional Full-time benefits include: N/A

OTHER INFORMATION

Hours: Full-time 99%, Avg. of 35 hours per week
Part-time 1%, Avg. of 19 hours per week

Shifts: Day-100%

In this occupation 73% of the employees are female while 27% are male.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ School, Program Referrals (43%)
- ◆ Walk-in Applicants (36%)
- ◆ Internet (29%)
- ◆ Employee Referrals (29%)

SUPPLY/DEMAND

Percent of responding employers indicating difficulty finding qualified applicants.

	Not Difficult	Moderately Difficult	Very Difficult
Fully-Experienced & Qualified		X	
Inexperienced		X	

SIZE AND TRENDS

Size of Occupation/1,110-1,400

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 26.1% (Faster than Average).

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	0%	57%	43%
Projected Over the Next 2 Years	0%	64%	36%

Total employees hired the last 12 Months: 99

Resulting from:

Replacement due to Promotions: (1) 2%

Replacements due to Employees leaving: (36) 55%

New Positions: (28) 43%

Temporary (0)

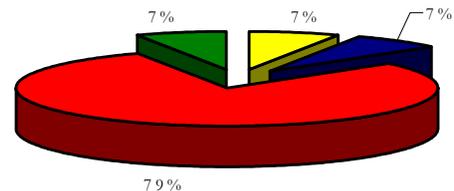
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training required:

TRAINING/ EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	7%	57%	36%
Other Occupational Experience Accepted	17%	83%	83%
Technical or Vocational Training Required	0%	93%	7%
Training Accepted in Lieu of Experience	0%	100%	N/A

EDUCATION



79% Bachelor Degree
7% Associates Degree

7% High School/GED
7% Graduate Study

SKILL/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	N/A
PERSONAL/OTHER QUALIFICATIONS	N/A

LOCAL TRAINING PROVIDERS

Upon completion of our research, no training provider was found in San Bernardino County

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Teachers-Special Education

San Bernardino County Study of 2000

OES Code: 313110

15 Firms Responding

Representing 517 Employees

DESCRIPTION

Special Education Teachers teach elementary and secondary school subjects to educationally and physically challenged students. Includes teachers who specialize and work with audibly and visually handicapped students and those who teach basic academic and life processes skills to the mentally retarded.

ALTERNATE TITLE: N/A

WAGES

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$13.95-\$18.50	\$15.40
New Hires, Experienced	\$13.95-\$20.00	\$16.98
Experienced, After 3 Years with Firm	\$14.60-\$24.44	\$17.53

* Of the firms responding, 87% were union while 13% were non-union.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	87%	0%	13%	0%	0%	0%	0%	0%
Dental	93%	0%	7%	0%	0%	0%	0%	0%
Vision	93%	0%	7%	0%	0%	0%	0%	0%
Life	100%	0%	0%	0%	0%	0%	0%	0%

Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	100%	0%	0%	0%	0%	0%	0%	0%
Vacation	87%	0%	0%	0%	0%	0%	13%	0%
Retirement	80%	0%	13%	0%	7%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%	100%	0%
Additional	0%	0%	0%	0%	0%	0%	7%	0%

Additional Full-time benefits include: N/A

OTHER INFORMATION

Hours: Full-time 100%, Avg. of 38 hours per week

Shifts: Day-100%

In this occupation 73% of the employees are female while 27% are male.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Colleges/Universities (93%)
- ◆ School, Program Referrals (67%)
- ◆ Walk-in Applicants (40%)

SUPPLY/DEMAND

Percent of responding employers indicating difficulty finding qualified applicants.

	Not Difficult	Moderately Difficult	Very Difficult
Fully-Experienced & Qualified			X
Inexperienced			X

SIZE AND TRENDS

Size of Occupation/2,160-3,090 It is projected that during the 1997-2004 period this occupation will experience a growth rate of 43.1% (Much Faster than Average).

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	0%	67%	33%
Projected Over the Next 2 Years	0%	53%	47%

Total employees hired the last 12 Months: 60

Resulting from:

Replacement due to Promotions: (2) 3%

Replacements due to Employees leaving: (29) 48%

New Positions: (29) 48%

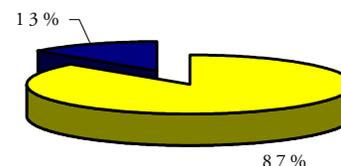
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training required:

TRAINING/ EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	20%	53%	27%
Other Occupational Experience Accepted	14%	86%	N/A
Technical or Vocational Training Required	14%	86%	N/A
Training Accepted in Lieu of Experience	20%	53%	27%

EDUCATION



87% Bachelor Degree

13% Graduate Study

SKILL/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Sign language skills, ability to read Braille, ability to teach physical education, ability to use computers as a teaching tool, ability to plan and organize training programs, ability to write effectively.
PERSONAL/OTHER QUALIFICATIONS	Ability to handle crisis situations, willingness to travel, imagination and creativity, ability to work independently, ability to maintain classroom discipline, ability to exercise patience.

LOCAL TRAINING PROVIDERS

Upon completion of our research, no training provider was found in San Bernardino County

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Traffic, Shipping, and Receiving Clerks

San Bernardino County Study of 2000

OES Code: 580280

15 Firms Responding

Representing 173 Employees

DESCRIPTION

Traffic, Shipping, and Receiving Clerks verify and keep records on incoming and outgoing shipments and prepare items for shipment. Duties include assembling, addressing, stamping, and shipping merchandise or material; receiving, unpacking, verifying, and recording incoming merchandise or material; and arranging for the transportation of products. Does not include Stock Clerks, and workers whose primary duties involve weighing and checking.

ALTERNATE TITLE: N/A

WAGES

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$6.00-\$10.00	\$7.75
New Hires, Experienced	\$6.25-\$12.57	\$8.78
Experienced, After 3 Years with Firm	\$6.75-\$14.00	\$10.00

* Of the firms responding, 100% were non-union.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	25%	0%	56%	13%	6%	13%	0%	6%
Dental	13%	0%	44%	13%	25%	13%	6%	6%
Vision	6%	0%	13%	6%	19%	13%	50%	13%
Life	44%	13%	13%	6%	0%	6%	31%	6%

Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	56%	13%	6%	0%	0%	0%	25%	19%
Vacation	81%	25%	6%	0%	0%	0%	0%	6%
Retirement	31%	6%	25%	6%	19%	6%	13%	13%
Child Care	0%	0%	0%	0%	6%	6%	81%	25%
Additional	0%	0%	0%	0%	0%	0%	0%	6%

Additional Full-time benefits include: N/A

OTHER INFORMATION

Hours: Full-time 82%, Avg. of 40 hours per week
 Part-time 16%, Avg. of 26 hours per week
 Temp. 2%, Avg. of 30 hours per week

Shifts: Day-100%
 Swing-25%
 Graveyard-19%
 Other-6% (Holiday)

In this occupation 69% of the employees are male while 31% are female.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Employee Referrals (88%)
- ◆ Newspaper Ads (75%)
- ◆ Walk-in Applicants (50%)

SUPPLY/DEMAND

Percent of responding employers indicating difficulty finding qualified applicants.

	Not Difficult	Moderately Difficult	Very Difficult
Fully-Experienced & Qualified		X	
Inexperienced		X	

SIZE AND TRENDS

Size of Occupation/4,360-4,810

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 10.3% (Slower than Average).

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	6%	56%	38%
Projected Over the Next 2 Years	6%	44%	50%

Total employees hired the last 12 Months: 65

Resulting from:

- Replacement due to Promotions: (26) 40%
- Replacements due to Employees leaving: (11) 17%
- New Positions: (16) 25%
- Temporary: (12) 18%

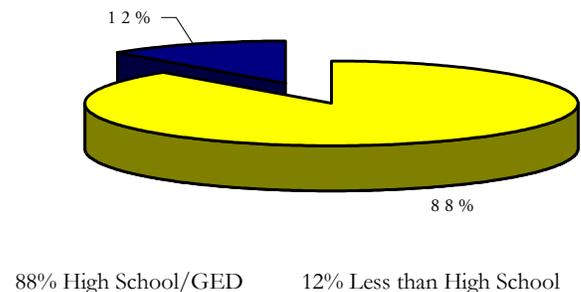
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training required:

TRAINING/ EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	25%	44%	31%
Other Occupational Experience Accepted	38%	63%	N/A
Technical or Vocational Training Required	6%	94%	0%
Training Accepted in Lieu of Experience	44%	56%	N/A

EDUCATION



SKILL/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Basic math skills, ability to read and follow instructions, oral communication skills. Ability to operate a forklift, understanding of inventory techniques, ability to type at least 30 wpm.
PHYSICAL QUALIFICATIONS	Ability to lift at least 60 lbs. repeatedly. Ability to stand continuously for 2 or more hours.

LOCAL TRAINING PROVIDERS

Upon completion of our research, no training provider was found in San Bernardino County

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Ultrasound Technologist

San Bernardino County Study of 2000

Non-OES Code: 078364999

15 Firms Responding

Representing 191 Employees

DESCRIPTION

Ultrasound technologist, also known as sonographers, high frequency sound waves into areas of the patient's body; the equipment then collects reflected echoes to form an image. They explain the procedure, record additional medical history, and then position the patient for testing. Viewing a screen as the scan takes place, they look for subtle differences between healthy and pathological areas, decide which images to include, and judge if the images are satisfactory for diagnostic purposes. Ultrasound technicians may specialize in neurosonography (the brain), vascular (blood flows), echocardiography (the heart), abdominal (the liver, kidneys, spleen, and pancreas).

ALTERNATE TITLE: Sonographer

WAGES

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$14.00-\$22.85	\$18.05
New Hires, Experienced	\$14.00-\$22.85	\$18.21
Experienced, After 3 Years with Firm	\$14.00-\$25.02	\$20.75

* Of the firms responding, 100% were non-union.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	25%	6%	63%	19%	0%	6%	0%	6%
Dental	13%	0%	63%	13%	0%	6%	13%	19%
Vision	6%	0%	56%	19%	6%	0%	19%	19%
Life	38%	6%	25%	0%	6%	0%	19%	31%

Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	69%	19%	13%	0%	0%	6%	6%	13%
Vacation	63%	13%	13%	0%	0%	0%	13%	25%
Retirement	19%	6%	31%	6%	19%	0%	19%	25%
Child Care	0%	0%	6%	0%	31%	13%	50%	25%
Additional	6%	0%	0%	0%	0%	0%	0%	6%

Additional Full-time benefits include: N/A

OTHER INFORMATION

Hours: Full-time 90%, Avg. of 40 hours per week
 Part-time 6%, Avg. of hours per week
 Temp/On-Call, Avg of hours per week

Shifts% Day-100%
 Swing-25%
 Graveyard-6%
 Other-6% (8 and 10 hour shifts)

In this occupation 79% of the employees are female while 21% are male.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Employee Referrals (100%)
- ◆ Newspaper Ads (63%)
- ◆ School, Program Referrals (44%)

SUPPLY/DEMAND

Percent of responding employers indicating difficulty finding qualified applicants.

	Not Difficult	Moderately Difficult	Very Difficult
Fully-Experienced & Qualified			X
Inexperienced			X

SIZE AND TRENDS

No Projection Data for this occupation.

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	0%	100%	0%
Projected Over the Next 2 Years	0%	67%	33%

Total employees hired the last 12 Months: 15

Resulting from:

Replacement due to Promotions: 0
 Replacements due to Employees leaving:
 (12) 80%
 New Positions: (1) 7%
 Temporary: (2) 13%

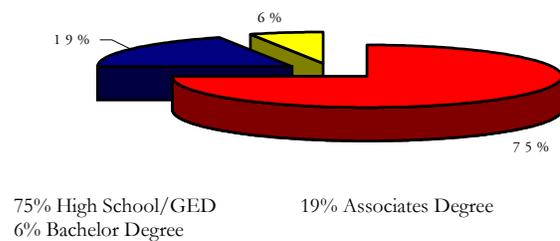
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training required:

TRAINING/ EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	56%	13%	31%
Other Occupational Experience Accepted	14%	86%	N/A
Technical or Vocational Training Required	44%	56%	0%
Training Accepted in Lieu of Experience	36%	64%	N/A

EDUCATION



SKILL/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	N/A
PERSONAL/OTHER QUALIFICATIONS	N/A

LOCAL TRAINING PROVIDERS

Upon completion of our research, no training provider was found in San Bernardino County

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

SAN BERNARDINO COUNTY

OCCUPATIONS STUDIED IN 1999

Bus Driver-School

Study of 1999

OES Code: 971110

16 Firms Responding

Representing 674 Employees

DESCRIPTION

School Bus Drivers transport students between pick-up points and school. They maintain order during the trip and adhere to safety rules when loading and unloading pupils.

ALTERNATE TITLE: School Transport Driver

WAGES

EXPERIENCE	RANGE	MEDIAN	RANGE	MEDIAN
	UNION		NON-UNION	
New Hires, No Experience	\$8.10-\$12.46	\$11.41	N/A	N/A
New Hires, Experienced	\$9.58-\$13.17	\$11.41	\$7.00-\$12.64	\$10.23
Experienced, After 3 Years with Firm	\$9.58-\$15.06	\$13.17	\$8.25-\$15.37	\$12.15

* Of the firms responding, 69% were union, 31% were non-union.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	56%	29%	6%	29%	0%	0%	13%	93%
Dental	56%	21%	6%	36%	0%	0%	13%	43%
Vision	50%	14%	6%	36%	0%	0%	19%	50%
Life	50%	29%	6%	21%	0%	0%	19%	50%

Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	63%	50%	0%	7%	0%	0%	13%	43%
Vacation	63%	50%	0%	7%	0%	0%	13%	43%
Retirement	31%	14%	25%	43%	0%	0%	19%	43%
Child Care	0%	0%	0%	0%	0%	0%	75%	100%
Additional	0%	0%	0%	0%	6%	0%	0%	6%

Additional Full-time benefits include: Disability Insurance

OTHER INFORMATION

Hours: Full-time 19%, Avg. of 40 hours per week
Part-time 75%, Avg. of 28 hours per week
Temp/on-call 6%, Avg. of 20 hours per week

Shifts: Day-100%
Swing-19%
Other-19% (afternoons, split shifts, substitutes).

In this occupation 70% of employees are female while 30% are male.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Newspaper Ads
- ◆ Walk-ins
- ◆ Referrals

SUPPLY/DEMAND

Employer demand is somewhat greater than the supply of fully experienced and qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search. Employer demand is considerable greater than supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. This means that qualified applicants encounter no competition in their job search.

SIZE AND TRENDS

Size of Occupation/1,410-2,310 Large

It is projected that during the 1995-2002 period this occupation will experience a growth rate of 63.8% (Much Faster Than Average).

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	0%	56%	36%
Projected Over the Next 2 Years	0%	44%	76%

Total employees hired the last 12 Months: 45 (7%)

Resulting from:

Replacement due to Promotions: 0%
 Replacements due to Employees leaving: 24%
 New Positions: 29%
 Temporary Positions: 47%

For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

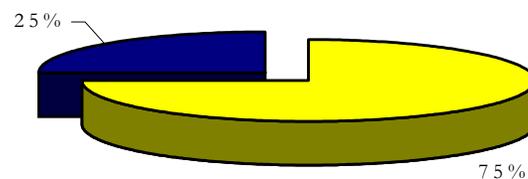
TRAINING/EXPERIENCE

Types of training required:

School Bus Certification, CHP passed training

TRAINING/ EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	50%	25%	25%
Other Occupational Experience Accepted	25%	75%	0%
Technical or Vocational Training Required	50%	50%	0%
Training Accepted in Lieu of Experience	25%	75%	0%

EDUCATION



75% High School/GED
 25% Associates Degree

SKILLS/QUALIFICATION

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Basic math skills, Ability to read and follow instructions, Ability to write legibly, Oral communication skills, Automotive maintenance and minor repair skills, Ability to administer emergency first aid, Tire changing skills, Map reading skills, Ability to perform CPR, Possession of a valid Class B driver's license
PERSONAL/OTHER QUALIFICATIONS	Ability to handle crisis situations, Willingness to work with close supervision, Ability to work independently, Ability to work under pressure, Possession of a good DMV driving record, Ability to exercise patience

LOCAL TRAINING PROVIDERS

- ◆ Baldy View ROP
- ◆ Goodwill Industries of the Inland Counties
- ◆ Colton-Redlands ROP
- ◆ Lucerne Valley ROP

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Cashiers

Study of 1999

OES Code: 490230

16 Firms Responding

Representing 367 Employees

DESCRIPTION

Cashiers receive and disburse cash payments, handle credit transactions, make change, issue receipts, and balance the tender drawer in a variety of establishments. Their work usually involves the use of adding machines, cash registers, and change makers.

ALTERNATE TITLE: Clerk

WAGES

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$5.75-\$7.00	\$5.75
New Hires, Experienced	\$5.75-\$8.00	\$6.00
Experienced, After 3 Years with Firm	\$6.30-\$10.00	\$7.00

Of the firms responding, 100% were non-union.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	25%	0%	44%	13%	0%	0%	31%	87%
Dental	19%	0%	25%	13%	0%	6%	56%	80%
Vision	13%	0%	25%	13%	0%	6%	63%	80%
Life	38%	7%	13%	7%	0%	0%	50%	87%

Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	44%	7%	0%	0%	0%	7%	56%	87%
Vacation	75%	13%	0%	0%	0%	0%	25%	87%
Retirement	6%	0%	25%	20%	0%	7%	69%	73%
Child Care	0%	0%	0%	0%	0%	7%	100%	93%
Additional	0%	0%	0%	0%	0%	0%	19%	27%

Additional Full-time benefits include:

N/A

OTHER INFORMATION

Hours: Full-time 47%, Average of 39 hours per week
Part-time 50%, Average of 23 hours per week
Seasonal 1%, Average 19 hours per week
Temporary 2%, Average 15 hours per week

Shifts: Day-94%
Swing-63%
Graveyard-13%
Other-6% (store hours)

In this occupation 66% of employees are female while 34% are male.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Employee Referrals
- ◆ Walk-ins
- ◆ Newspaper Ad

SUPPLY/DEMAND

Employer demand is considerably greater than supply of qualified, fully experienced applicants. Employers often cannot find experienced applicants when an opening exists. This means that these applicants encounter no competition in their job search. Employer demand is somewhat greater than the supply of inexperienced applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

SIZE AND TRENDS

Size of Occupation/13,640-16,640 Very Large

It is projected that during the 1995-2002 period this occupation will experience a growth rate of 22% (Average).

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	19%	44%	38%
Projected Over the Next 2 Years	0%	81%	19%

Total employees hired the last 12 Months: 55 (15%)

Resulting from:

- Replacement due to Promotions – 4%
- Replacements due to Employees leaving –56%
- New Positions – 27%
- Temporary Positions –13%

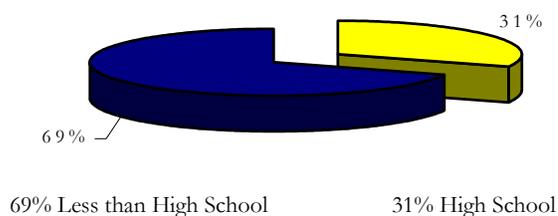
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training which may be required: N/A

TRAINING/ EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	6%	50%	44%
Other Occupational Experience Accepted	63%	38%	0%
Technical or Vocational Training Required	0%	100%	0%
Training Accepted in Lieu of Experience	38%	63%	0%

EDUCATION



SKILLS/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Basic Math Skills, Ability to read and follow directions Oral and Written Communications, Record Keeping Skills, Ability to operate cash register, Bondable
PHYSICAL ABILITIES	Ability to stand continuously for 2 or more hours
PERSONAL/OTHER QUALIFICATIONS	Willingness to work with close supervision, Public contact skills Ability to work independently and under pressure
COMPUTER SKILLS	Word Processing, Spreadsheet, Database, Desktop publishing

LOCAL TRAINING PROVIDERS

- ◆ Morongo ROP
- ◆ San Bernardino Adult Education
- ◆ Colton-Redlands-Yucaipa ROP

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Child Care Workers

Study of 1999

OES Code: 680380

15 Firms Responding

Representing 662 Employees

DESCRIPTION

Childcare Workers attend children at school, business, and institutions performing a variety of tasks, such as dressing, feeding, bathing, and overseeing play. Not including workers whose primary function is to teach in a structured setting.

ALTERNATE TITLE: N/A

WAGES

*ALL EMPLOYERS COMBINED

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$5.75-\$10.19	\$6.13
New Hires, Experienced	\$5.75-\$11.00	\$7.00
Experienced, After 3 Years with Firm	\$5.75-\$11.90	\$7.50

*Union wages may be higher than non-union wages. Of the firms responding, 87% were non-union, 13% were non-union.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	20%	10%	20%	10%	7%	0%	27%	80%
Dental	13%	10%	7%	10%	7%	0%	27%	80%
Vision	7%	10%	0%	0%	0%	0%	47%	90%
Life	27%	20%	7%	0%	0%	0%	33%	80%

Additional Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	33%	30%	7%	0	7%	0%	27%	70%
Vacation	53%	40%	7%	0	7%	0%	7%	60%
Retirement	7%	0%	27%	20%	7%	0%	33%	80%
Child Care	20%	20%	13%	0%	7%	0%	33%	80%
Additional	0%	0%	0%	0%	0%	0%	0%	0%

Additional Full-time benefits include: None

OTHER INFORMATION

Hours: Full-time 87%, Average of 40 hours per week
Part-time 11%, Average of 19 hours per week
Seasonal 1%, Average of 5 hours per week
Temporary 2%, Average of 2 hours per week

Shifts: Day-100%
Other-72% (short hour/mid day)

In this occupation, 99% are females while 1% are males.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Promotion/Transfer
- ◆ Newspaper
- ◆ Walk-in Applicants

SUPPLY/DEMAND

Employer demand is somewhat greater than the supply of both fully experienced/qualified applicants and as well as inexperienced applicants. Employers may have some difficulty finding applicants at times and applicants may find little competition in their job search.

SIZE AND TRENDS

Size of Occupation/1,060-1,190 Medium

It is projected that during the 1995-2002 period this occupation will experience a growth rate of 12.3% (Slower than Average).

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	0%	91%	9%
Projected Over the Next 2 Years	0%	21%	79%

Total employees hired the last 12 Months: 124 (19%)

Resulting from:

Replacement due to Promotions –21%
 Replacements due to Employees leaving –52%
 New Positions – 6%
 Temporary Positions –22%

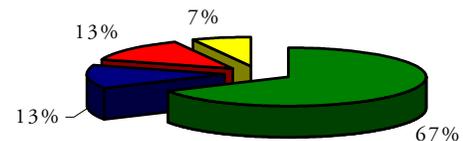
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training which may be required: 12 Units of College Credit in Child Development Courses

TRAINING/ EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	40%	7%	53%
Other Occupational Experience Accepted	50%	50%	0%
Technical or Vocational Training Required	13%	87%	0%
Training Accepted in Lieu of Experience	50%	50%	0%

EDUCATION



67% High School/GED 7% Graduate Study
 13% Less than High School 13% Associates Degree

SKILLS/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Knowledge of early childhood development, Oral reading skills, Musical skills, Ability to administer emergency first aid, Possession of an Early Childhood Development Certificate, Ability to write effectively
PHYSICAL ABILITIES	Ability to stand continuously for 2 or more hours, Ability to lift at least 40 lbs. repeatedly
PERSONAL/OTHER QUALIFICATIONS	Understanding of a variety of cultures, Ability to handle crisis situations, Possession of a clean police record, Willingness to work with close supervision, Ability to work independently, Ability to work under pressure, Ability to exercise patience

LOCAL TRAINING PROVIDERS

- ◆ American Nanny College
- ◆ Somos Hermanas Unidas Business Institute
- ◆ College of the Desert
- ◆ Cooper Mountain

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Cooks-Restaurant

Study of 1999

OES Code: 650260

15 Firms Responding

Representing 142 Employees

DESCRIPTION

Restaurants Cooks prepare, season, and cook soups, meats, vegetables, Deserts, and other foodstuffs in restaurants. They may order supplies, keep records and accounts, price items on a menu, or plan the menu.

ALTERNATE TITLE: Line Cook, Pre-cooker

WAGES

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$5.75-\$6.50	\$5.75
New Hires, Experienced	\$5.75-\$8.50	\$7.00
Experienced, After 3 Years with Firm	\$5.75-\$12.50	\$8.50

Of the firms responding, 100% were non-union.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	13%	0%	20%	11%	0%	0%	60%	56%
Dental	7%	0%	20%	11%	0%	0%	67%	56%
Vision	0%	0%	7%	0%	0%	0%	87%	67%
Life	0%	0%	13%	0%	0%	0%	80%	67%

Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	13%	0%	0%	0%	0%	0%	80%	67%
Vacation	27%	0%	7%	0%	0%	0%	60%	67%
Retirement	0%	0%	7%	0%	7%	0%	80%	67%
Child Care	0%	0%	0%	0%	0%	0%	93%	67%
Additional	0%	0%	7%	11%	0%	0%	0%	0%

Additional Full-time benefits include: Tuition Assistance

OTHER INFORMATION

Hours: Full-time 62%, Average of 39 hours per week
Part-time 38%, Average of 26 hours per week

Shifts: Day-87%
Swing-60%
Graveyard-7%
Other-13% (evenings)

In this occupation, 93% of all employees are males while 7% are female.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ In-house promotions/transfers
- ◆ Walk-in Applicants
- ◆ Employee Referrals

SUPPLY/DEMAND

Employer demand is considerably greater than supply of fully experienced and qualified applicants. Employers often cannot find experienced applicants when an opening exists. This means that these applicants encounter no competition in their job search. Employer demand is somewhat greater than the supply of inexperienced applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

SIZE AND TRENDS

Size of Occupation/2,260-2,650 Large

It is projected that during the 1995-2002 period this occupation will experience a growth rate of 17.3% (Slower than Average).

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	13%	73%	13%
Projected Over the Next 2 Years	0%	0%	0%

Total employees hired the last 12 Months: 35 (25%)

Resulting from:

Replacement due to Promotions – 0
 Replacements due to Employees leaving –97%
 New Positions – 3%

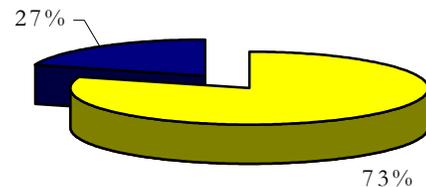
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training which may be required: Experience with food

TRAINING/ EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	40%	20%	40%
Other Occupational Experience Accepted	11%	89%	0%
Technical or Vocational Training Required	7%	93%	0%
Training Accepted in Lieu of Experience	58%	42%	0%

EDUCATION



27% High School/GED
 73% Less than High School

SKILLS/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Basic math skills, Ability to read and follow instructions, Oral communication skills, Ability to cook ethnic foods, Menu planning skills, Making sauce, Baking, Meat carving
PHYSICAL ABILITIES	Ability to stand continuously for 2 or more hours. Ability to lift at least 30 lbs. repeatedly
PERSONAL/OTHER QUALIFICATIONS	Willingness to work with close supervision, Ability to work independently, Ability to work under pressure

LOCAL TRAINING PROVIDERS

Upon completion of our research, no training provider was found in San Bernardino County.

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Cooks-Specialty Fast Food

Study of 1999

OES Code: 650320

15 Firms Responding

Representing 412 Employees

DESCRIPTION

Specialty Fast Food Cooks prepare and cook food in a fast food restaurant with a limited menu. The menu and duties of the cooks are limited to one or two basic items, such as hamburgers, chicken, pizza, tacos, or fish and chips. The duties of the cook normally involve operating large volume, single purpose cooking equipment. Typically, these cooks work in regional or national fast food chain restaurants.

ALTERNATE TITLE: Crew, Registered Cooks, and Pizza Maker

WAGES

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$5.75-\$5.75	\$5.75
New Hires, Experienced	\$5.75-\$6.00	\$5.75
Experienced, After 3 Years with Firm	\$6.00-\$7.75	\$7.00

Of the firms responding, 100% were non-union.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	7%	0%	0%	0%	0%	0%	73%	100%
Dental	7%	0%	0%	0%	0%	0%	73%	100%
Vision	7%	0%	0%	0%	0%	0%	73%	100%
Life	0%	0%	0%	0%	0%	0%	80%	100%

Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	0%	0%	0%	0%	0%	0%	80%	100%
Vacation	13%	7%	0%	0%	0%	0%	67%	93%
Retirement	0%	0%	0%	0%	0%	0%	80%	100%
Child Care	0%	0%	0%	0%	0%	0%	80%	100%

Additional Full-time benefits include: None

OTHER INFORMATION

Hours: Full-time 46%, Average of 39 hours per week
Part-time 54%, Average of 28 hours per week

Shifts: Day-80%
Swing-53%
Other-40% (afternoons, evenings)

In this occupation 50% of employees are female while 50% are male.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Employee Referrals
- ◆ Walk-ins
- ◆ Word of Mouth

SUPPLY/DEMAND

Employer demand is somewhat greater than the supply of both fully experienced/qualified applicants and as well as inexperienced applicants. Employers may have some difficulty finding applicants at times and applicants may find little competition in their job search.

SIZE AND TRENDS

Size of Occupation/ 2,630-3,020 Large

It is projected that during the 1995-2002 period this occupation will experience a growth rate of 14.8% (Slower than Average).

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROWTH
During the past Year	0%	60%	40%
Projected Over the Next 2 Years	0%	60%	40%

Total employees hired the last 12 Months: 176 (43%)

Resulting from:

- Replacement due to Promotions – 2%
- Replacements due to Employees leaving –73%
- New Positions – 20%
- Temporary Positions –6%

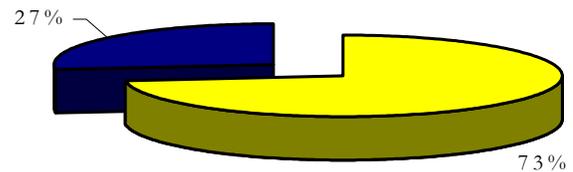
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training which may be required: N/A

TRAINING/ EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	13%	53%	33%
Other Occupational Experience Accepted	33%	67%	0%
Technical or Vocational Training Required	0%	100%	0%
Training Accepted in Lieu of Experience	43%	57%	0%

EDUCATION



27 % High School/GED
73% Less than High School

SKILLS/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Ability to operate cash register, Basic Math skills, Ability to read and follow instructions, Ability to write legibly
PHYSICAL ABILITIES	Ability to stand continuously for 2 or more hours Ability to lift at least 30 lbs. repeatedly
PERSONAL/OTHER QUALIFICATIONS	Willingness to work with close supervision, Public contact skills, Ability to work independently, Ability to work under pressure
COMPUTER SKILLS	In-house computer

LOCAL TRAINING PROVIDERS

Upon completion of our research, no training provider was found in San Bernardino County.

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Dental Assistants

Study of 1999

OES Code: 660020

15 Firms Responding

Representing 140 Employees

DESCRIPTION

Dental Assistants assist the dentist at the chair by preparing patients and equipment, keeping records, and performing related duties as required.

ALTERNATE TITLE: DA or RNA

WAGES

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$6.00-\$8.00	\$7.00
New Hires, Experienced	\$6.50-\$12.00	\$9.00
Experienced, After 3 Years with Firm	\$9.00-\$14.00	\$12.00

Of the firms responding, 100% were non-union.

BENEFITS

◆ Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	27%	0%	47%	0%	7%	0%	13%	100%
Dental	40%	43%	33%	0%	7%	0%	13%	27%
Vision	7%	0%	13%	0%	0%	0%	73%	100%
Life	20%	0%	7%	0%	0%	0%	67%	100%

◆ Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	47%	0%	0%	0%	0%	0%	47%	100%
Vacation	67%	7%	14%	0%	7%	0%	13%	86%
Retirement	20%	0	27%	0%	0%	0%	47%	100%
Child Care	0%	0%	7%	14%	0%	0%	87%	86%

Additional Full-time benefits include: None

OTHER INFORMATION

Hours: Full-time 82%, Average of 40 hours per week
Part-time 18%, Average of 23 hours per week

Shifts: Day-100%
Swing-6%
Other-9%

In this occupation 93% of the employees are female while 7% are male.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Employee Referrals
- ◆ Newspaper Ads
- ◆ Walk-ins

SUPPLY/DEMAND

Employer demand is somewhat greater than the supply of both fully experienced/qualified applicants and as well as inexperienced applicants. Employers may have some difficulty finding applicants at times and applicants may find little competition in their job search.

SIZE AND TRENDS

Size of Occupation/ 940-1,130 Medium

It is projected that during the 1995-2002 period this occupation will experience a growth rate of 20.2% (Average).

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	0%	35%	65%
Projected Over the Next 2 Years	0%	50%	50%

Total employees hired the last 12 Months: 38 (27%)

Resulting from:

Replacement due to Promotions – 3%
 Replacements due to Employees leaving –71%
 New Positions – 26%
 Temporary Positions –0

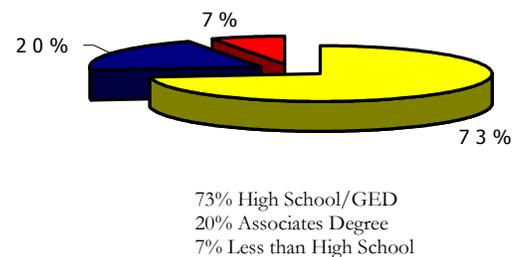
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training which may be required:
 Professional Training, Dental School Certificate Program, CDA License

TRAINING/ EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	47%	27%	27%
Other Occupational Experience Accepted	9%	91%	0%
Technical or Vocational Training Required	53%	47%	0%
Training Accepted in Lieu of Experience	45%	55%	0%

EDUCATION



SKILLS/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
TECHNICAL SKILLS	Completion of course on biological sciences, Ability to do ultrasonic scaling, Ability to complete and explain insurance forms, Ability to perform or assist with dental procedures, Understanding of coronal polishing, Record keeping skills, Knowledge of dental materials, Ability to follow billing procedures, Possession of a Radiation Safety Certificate, Possession of a Registered Dental Assistant (RDA) Certificate, Telephone answering skills, Ability to write effectively
PERSONAL/OTHER QUALIFICATIONS	Good grooming skills, Willingness to work with close supervision, Public contact skills, Ability to work independently

LOCAL TRAINING PROVIDERS

- ◆ Baldy View, Hesperia, Morongo ROP
- ◆ San Bernardino County ROP
- ◆ Chaffey College

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Electricians

Study of 1999

OES Code: 872020

15 Firms Responding

Representing 210 Employees

DESCRIPTION

Electricians install, maintain, and repair wiring, electrical equipment, and fixtures. They ensure that work is in accordance with relevant codes. They may read blueprints. Including Protective Signal Installers and Repairers and Street Light Services.

ALTERNATE TITLE: Technicians

WAGES

*ALL EMPLOYERS COMBINED

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$6.00-\$33.00	\$8.00
New Hires, Experienced	\$6.00-\$25.00	\$12.00
Experienced, After 3 Years with Firm	\$10.00-\$25.50	\$16.00

*Union wages may be higher than non-union wages. Of the firms responding, 93% were non-union, 7% were union.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	20%	0%	20%	0%	7%	0%	53%	100%
Dental	7%	0%	7%	0%	7%	0%	80%	100%
Vision	0%	0%	7%	0%	7%	0%	87%	100%
Life	7%	0%	7%	0%	7%	0%	87%	100%

Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	13%	0%	7%	0%	0%	0%	80%	100%
Vacation	53%	0%	0%	0%	7%	0%	40%	100%
Retirement	27%	0%	0%	0%	7%	0%	67%	100%
Child Care	0%	0%	0%	0%	0%	0%	100%	100%

Additional Full-time benefits include:

None

OTHER INFORMATION

Hours: Full-time 88%, Average of 40 hours per week
Part-time 3%, Average of 25 hours per week
Temporary 4%, Average of 8 hours per week
Seasonal 5%, Average of 24 hours per week

Shifts: Day-100%
Swing-16%
Graveyard-16%
Other-9% (on call)

In this occupation 50% of employees are male while 50% are female.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Referrals
- ◆ Walk ins
- ◆ Newspapers

SUPPLY/DEMAND

Employer demand is somewhat greater than the supply of both fully experienced/qualified applicants and as well as inexperienced applicants. Employers may have some difficulty finding applicants at times and applicants may find little competition in their job search.

SIZE AND TRENDS

Size of Occupation/1,290-1,540 Medium

It is projected that during the 1995-2002 period this occupation will experience a growth rate of 19.4% (Average).
Total employees hired the last 12 Months: 66 (31%)

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	1%	28%	71%
Projected Over the Next 2 Years	0%	37%	63%

Resulting from:

Replacement due to Promotions – 14%
Replacements due to Employees leaving –26%
New Positions – 50%
Temporary Positions –11%

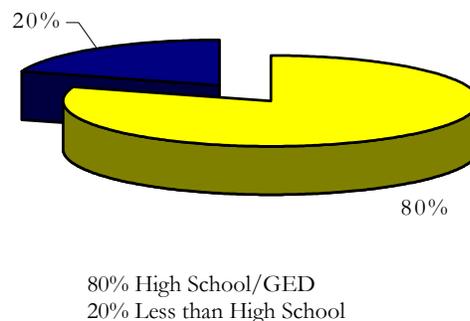
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training which may be required: Cable Installation, Technical Codes

TRAINING/ EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	67%	20%	13%
Other Occupational Experience Accepted	42%	58%	0%
Technical or Vocational Training Required	7%	87%	7%
Training Accepted in Lieu of Experience	58%	42%	0%

EDUCATION



SKILLS/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Ability to install electrical equipment, Shop math skills, Ability to read blueprints, Cost estimating skills, Soldering skills
PHYSICAL ABILITIES	Ability to climb ladder, Possession of good color perception, Crawl under buildings, Stand continuously for 2 or more hours, Lift 50 lbs. repeatedly
PERSONAL/OTHER QUALIFICATIONS	Ability to read and follow instructions, Ability to write legibly, Oral communications skills

LOCAL TRAINING PROVIDERS

- ◆ ITT Technical Institute
- ◆ Associated Consultants Electronic Services
- ◆ Chaffey College
- ◆ Addison Career Institute

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Food Preparation Workers

Study of 1999

OES Code: 650380

15 Firms Responding

Representing 631 Employees

DESCRIPTION

Food Preparation Workers perform a variety of food preparation duties, such as preparing cold foods and maintaining and cleaning kitchen work areas, equipment, and utensils. They perform simple tasks such as preparing shellfish or slicing meat. They may brew coffee, tea, or chocolate or prepare sandwiches. They work in such places as a restaurant kitchen or delicatessen.

ALTERNATE TITLE: Prep-Cook, Food Service Worker, and Line Pantry Stewarts

WAGES

EXPERIENCE	RANGE	MEDIAN	RANGE	MEDIAN
	UNION		NON-UNION	
New Hires, No Experience	\$8.49-\$8.50	\$8.50	\$5.75-\$6.50	\$6.00
New Hires, Experienced	\$8.04-\$8.50	\$8.34	\$5.75-\$7.00	\$6.00
Experienced, After 3 Years with Firm	\$8.04-\$10.80	\$9.88	\$5.75-\$8.15	\$7.00

*Of the firms responding, 73% were non-union, 27% were union.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	27%	0%	27%	71%	0%	0%	20%	29%
Dental	27%	0%	27%	71%	0%	0%	20%	29%
Vision	20%	0%	20%	43%	0%	0%	33%	57%
Life	27%	0%	20%	43%	0%	0%	27%	57%

Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	40%	14%	7%	14%	0%	0%	27%	71%
Vacation	47%	14%	13%	29%	0%	0%	13%	57%
Retirement	20%	0%	20%	57%	0%	0%	33%	43%
Child Care	0%	0%	0%	0%	0%	0%	73%	100%
Additional	0%	0%	0%	14%	0%	0%	7%	0%

Additional Full-time benefits include: Tuition Assistance

OTHER INFORMATION

Hours: Full-time 20%, Average of 40 hours per week
Part-time 80%, Average of 25 hours per week
Temporary 6%, Average of 32 hours per week

Shifts: Day-93%
Swing-67%
Graveyard-7%
Other-27%

In this occupation 73% of employees are female while 27% are male.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Walk-ins
- ◆ Newspaper Ads
- ◆ Employee Referrals

SUPPLY/DEMAND

Employer demand is somewhat greater than the supply of fully experienced and qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search. Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicant.

SIZE AND TRENDS

Size of Occupation/4,700-5,480 Very Large

It is projected that during the 1995-2002 period this occupation will experience a growth rate of 16.6% (Slower Than Average).

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	0%	51%	49%
Projected Over the Next 2 Years	0%	62%	38%

Total employees hired the last 12 Months: 329 (52%)

Resulting from:

Replacement due to Promotions – 30%
 Replacements due to Employees leaving –41%
 New Positions – 7%
 Temporary Positions –22%

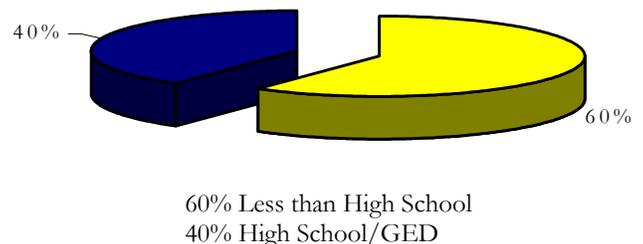
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training which may be required:
 Kitchen/Food Service

TRAINING/ EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	33%	40%	27%
Other Occupational Experience Accepted	56%	44%	0%
Technical or Vocational Training Required	7%	87%	7%
Training Accepted in Lieu of Experience	44%	56%	0%

EDUCATION



SKILLS/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Sandwich making skills, Ability to operate a cash register, Salad making skills, Certified as a food handler, Knowledge of sanitary work environment, Ability to handle multiple food orders in a timely fashion
PHYSICAL ABILITIES	Ability to pass a pre-employment medical examination, Ability to stand continuously for 2 or more hours, Ability to work rapidly, Ability to lift at least 30 lbs. repeatedly
PERSONAL/OTHER QUALIFICATIONS	Willingness to work with close supervision, High standards of personal cleanliness, Public contact skills, Ability to work independently, Ability to work under pressure

LOCAL TRAINING PROVIDERS

Upon completion of our research, no training provider was found in San Bernardino County.

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Guards and Watchguards

Study of 1999

OES Code: 630470

15 Firms Responding

Representing 1,944 Employees

DESCRIPTION

Guards and Watchguards stand guard at entrance gates or walk about premises of business or industrial establishments or private residences to prevent theft, violence, or infractions of rules; they guard property against fire, theft, vandalism, and illegal entry; they direct patrons or employees and answer questions relative to services of establishments. They control traffic to and from buildings and grounds.

ALTERNATE TITLE: Patrol and Standing Guards, Security Guards and Agents

WAGES

*ALL EMPLOYERS COMBINED

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$5.75-\$7.19	\$5.75
New Hires, Experienced	\$5.75-\$8.00	\$6.00
Experienced, After 3 Years with Firm	\$5.75-\$9.80	\$6.75

*Union wages may be higher than non-union wages. Of the firms responding, 93% were non-union, 7% were union.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	20%	7%	27%	13%	13%	20%	27%	53%
Dental	13%	7%	27%	13%	20%	20%	27%	53%
Vision	13%	7%	20%	7%	7%	13%	47%	67%
Life	27%	13%	20%	13%	13%	13%	27%	53%

Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	27%	20%	7%	0%	7%	7%	47%	67%
Vacation	47%	20%	7%	0%	7%	7%	27%	67%
Retirement	13%	7%	0%	0%	20%	20%	53%	67%
Child Care	0%	0%	0%	0%	7%	7%	80%	87%
Additional	0%	0%	0%	0%	0%	0%	13%	20%

Additional Full-time benefits include: None

OTHER INFORMATION

Hours: Full-time 75%, Average of 38 hours per week
Part-time 19%, Average of 28 hours per week
Temporary 6%, Average of 18 hours per week
Seasonal 10%, Average of 33 hours per week

Shifts: Day-80%
Swing-93%
Graveyard-87%
Other-27%(weekends)

In this occupation, 76% of all employees are male, while 24% are female.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Employee Referrals
- ◆ Newspaper Ads
- ◆ Walk-in Applicants

SUPPLY/DEMAND

Employer demand is somewhat greater than the supply of both fully experienced/qualified applicants and as well as inexperienced applicants. Employers may have some difficulty finding applicants at times and applicants may find little competition in their job search.

SIZE AND TRENDS

Size of Occupation/4,170-5,030 Very Large

It is projected that during the 1995-2002 period this occupation will experience a growth rate of 20.6%(Average)
Total employees hired the last 12 Months: 558 (29%)

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	7%	47%	47%
Projected Over the Next 2 Years	0	53%	47%

Resulting from:

Replacement due to Promotions – 3%
Replacements due to Employees leaving –61%
New Positions – 19%
Temporary Positions –17%

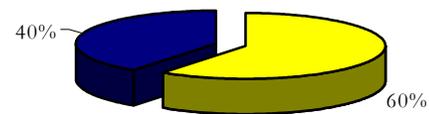
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training which may be required: Child Development, Child Care Training, and ECE Units

TRAINING/ EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	53%	27%	20%
Other Occupational Experience Accepted	64%	36%	0%
Technical or Vocational Training Required	0%	87%	13%
Training Accepted in Lieu of Experience	55%	45%	0%

EDUCATION



60% High School/GED
40% Less than High School

SKILLS/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Ability to follow security protection procedures, Ability to administer emergency first aid, Bondable, Ability to operate video surveillance equipment, Ability to use a baton, Guard Card, Possession of a valid driver's license, Licensed to carry fire arms, Ability to write effectively
PERSONAL/OTHER QUALIFICATIONS	Possession of a reliable vehicle, Possession of a clean police records Willingness to work with close supervision, Public contact skills, Ability to work independently

LOCAL TRAINING PROVIDERS

- ◆ Colton/Redlands/Yucaipa ROP
- ◆ Baldy View ROP

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Janitors and Cleaners- (except Maids and Housekeeping Cleaners)

Study of 1999

OES Code: 670050

15 Firms Responding

Representing 356 Employees

DESCRIPTION

Janitors and Cleaners, except Maids and Housekeeping Cleaners, keep buildings in clean and orderly condition. They perform heavy cleaning duties, such as operating motor-driven cleaning equipment, mopping floors, washing walls and glass, and removing rubbish. They may have additional duties and responsibilities, such as tending furnace and boiler, performing maintenance activities, notifying management of need for repairs and additions, and cleaning snow or debris from sidewalk. Not including Maids and Housekeepers.

ALTERNATE TITLE: Maintenance, Custodian, and Groundskeeper

WAGES

EXPERIENCE	RANGE	MEDIAN	RANGE	MEDIAN
	UNION		NON-UNION	
New Hires, No Experience	\$9.68-\$10.91	\$10.57	\$6.35-\$10.79	\$8.00
New Hires, Experienced	\$9.68-\$10.91	\$10.29	\$6.00-\$10.79	\$8.00
Experienced, After 3 Years with Firm	\$10.20-\$13.02	\$11.51	\$6.00-\$12.62	\$8.00

*Of the firms responding, 56% were union, while 44% were non-union.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	56%	0%	38%	26%	0%	0%	0%	80%
Dental	50%	0%	38%	26%	6%	0%	0%	80%
Vision	50%	0%	31%	10%	0%	0%	13%	90%
Life	69%	20%	6%	0%	0%	0%	19%	80%

Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	81%	50%	0%	0%	0%	0%	13%	90%
Vacation	94%	66%	0%	0%	0%	0%	0%	40%
Retirement	38%	10%	38%	30%	13%	10%	6%	90%
Child Care	0%	0%	0%	0%	6%	0%	88%	100%
Additional	6%	0%	0%	0%	0%	0%	6%	10%

Additional Full-time benefits include:

Long Term Disability Insurance/Income Protection

OTHER INFORMATION

Hours: Full-time 75%, Average of 40 hours per week
Part-time 25%, Average of 19 hours per week

Shifts:

Day-92%
Swing-83%
Graveyard-8%
Other-16%

In this occupation, 72% of employees are male while 28% are female.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Walk-ins
- ◆ Promotion/Transfer
- ◆ Newspaper

SUPPLY/DEMAND

Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for both fully qualified/experienced applicants as well as inexperienced applicants.

SIZE AND TRENDS

Size of Occupation/7,390-8,630 Very Large

It is projected that during the 1995-2002 period this occupation will experience a growth rate of 16.8% (Slower Than Average).

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	6%	38%	56%
Projected Over the Next 2 Years	0%	94%	6%

Total employees hired the last 12 Months: 101 (28%)

Resulting from:

Replacement due to Promotions – 41%
Replacements due to Employees leaving –38%
New Positions – 22%
Temporary Positions –0%

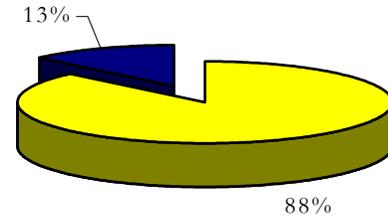
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training which may be required: N/A

TRAINING/ EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	38%	50%	13%
Other Occupational Experience Accepted	50%	50%	0%
Technical or Vocational Training Required	0%	88%	12%
Training Accepted in Lieu of Experience	75%	25%	0%

EDUCATION



88% High School/GED
13% Less than High School

SKILLS/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Ability to operate floor polishing equipment, Understanding of cleaning compounds and solutions, Brush painting skills, Lawn and garden care skills, Window washing skills, Pest exterminations skills, Painting skills, ceramic or floor tile repair skills, Carpentry skills, Bondable, Ability to shampoo carpets
PHYSICAL ABILITIES	Lift at least 100 lbs. repeatedly
PERSONAL/OTHER QUALIFICATIONS	Possession of a valid driver's license, Reliable transportation

LOCAL TRAINING PROVIDERS

- ◆ Colton/Redlands/Yucaipa ROP
- ◆ Goodwill Industries of the Inland Counties

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Lathe and Turning Machine

Study of 1999

OES Code: 911050

19 Firms Responding

Representing 177 Employees

DESCRIPTION

Lathe and Turning Machine Tool Setters and Set-Up Operators, set up and operate plastic or metal lathe and turning machines to turn, bore, thread, form, or face plastic or metal materials, such as wire, rod, or bar stock according to specifications.

ALTERNATE TITLE: Toil and Die Maker, Machinist

WAGES

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	6.00-10.00	8.00
New Hires, Experienced	6.25-16.00	12.00
Experienced, After 3 Years with Firm	10.00-20.00	15.00

*Of the firms responding, 100% were non-union.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	58%	0%	21%	0%	0%	0%	16%	100%
Dental	26%	0%	11%	0%	26%	0%	32%	100%
Vision	21%	0%	11%	0%	5%	0%	58%	100%
Life	53%	0%	5%	0%	5%	0%	32%	100%

Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	26%	0%	0%	0%	0%	0%	68%	100%
Vacation	79%	0%	0%	0%	0%	0%	16%	100%
Retirement	5%	0%	26%	0%	5%	0%	58%	100%
Child Care	0%	0%	0%	0%	0%	0%	95%	100%
Additional	0%	0%	0%	0%	5%	0%	0%	0%

Additional Full-time benefits include: 401K available

OTHER INFORMATION

Hours: Full-time 99%, Average of 41 hours per week
Part-time 1%, Average of 25 hours per week

Shifts:

Day-100%
Swing-16%

In this occupation, 98% of all employees are male while 2% are female.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Newspaper Ads
- ◆ Walk-in Applicants
- ◆ Employee Referrals

SUPPLY/DEMAND

Employer demand is considerably greater than supply of fully experienced and qualified applicants as well as inexperienced applicants. Employers often cannot find applicants when an opening exists. This means that applicants encounter no competition in their job search.

SIZE AND TRENDS

Size of Occupation/230-280 Small

It is projected that during the 1995-2002 period this occupation will experience a growth rate of 21.7% (Average).
Total employees hired the last 12 Months: 10 (6%)

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	9%	87%	4%
Projected Over the Next 2 Years	0%	73%	27%

Resulting from:

Replacement due to Promotions – 10%
Replacements due to Employees leaving –70%
New Positions – 20%
Temporary Positions –0%

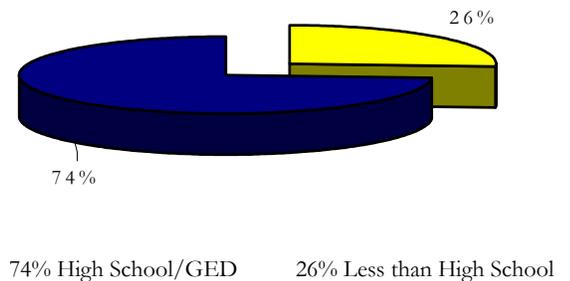
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training which may be required: Machinist, CNC Programming, Cadley, and Sufcam

TRAINING/ EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	63%	16%	21%
Other Occupational Experience Accepted	12%	88%	0%
Technical or Vocational Training Required	21%	63%	16%
Training Accepted in Lieu of Experience	25%	75%	0%

EDUCATION



SKILLS/QUALIFICATIONS

Employers reported the following new skills/qualifications as being important for this occupation:
CNC Programming

LOCAL TRAINING PROVIDERS

- ◆ N/A

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Machinists

Study of 1999

OES Code: 891080

16 Firms Responding

Representing 153 Employees

DESCRIPTION

Machinists set up and operate machine tools and fit and assemble parts to make or repair metal parts, mechanisms, tools or machines by applying their knowledge of mechanics, shop mathematics, metal properties, and layout machining procedures. They study specifications, such as blueprints, sketches, or descriptions of parts to be replaced, and they plan sequence of operations.

ALTERNATE TITLE: General Machinist, Toolmaker

WAGES

*ALL EMPLOYERS COMBINED

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	N/A	N/A
New Hires, Experienced	\$9.00-\$17.70	\$12.00
Experienced, After 3 Years with Firm	\$11.00-\$19.18	\$14.50

*Union wages may be higher than non-union wages. Of the firms responding, 88% were non-union, 12% union.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	63%	0%	25%	6%	0%	0%	6%	0%
Dental	13%	0%	6%	0%	44%	6%	31%	0%
Vision	19%	6%	6%	0%	0%	0%	69%	6%
Life	38%	6%	0%	0%	6%	0%	50%	0%

Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	38%	0%	0%	0%	0%	0%	56%	6%
Vacation	75%	6%	0%	0%	0%	0%	19%	0%
Retirement	31%	0%	6%	0%	0%	0%	56%	6%
Child Care	0%	0%	0%	0%	0%	0%	94%	6%
Additional	0%	0%	0%	0%	0%	0%	6%	0%

Additional Full-time benefits include:

Paid Holidays

OTHER INFORMATION

Hours: Full-time 95%, Average of 40 hours per week
Part-time 5%, Average of 31 hours per week

Shifts:

Day-100%
Swing-19%

In this occupation 100% of employees are male.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Newspapers
- ◆ Employer Referrals
- ◆ Walk-in Applicants

SUPPLY/DEMAND

Employer demand is considerable greater than supply of fully qualified/experienced applicants. Employers often cannot find experienced applicants when an opening exists. This means that these applicants encounter no competition in their job search. Employer demand is somewhat greater than the supply of inexperienced applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

SIZE AND TRENDS

Size of Occupation/1,460-1,990 Large

It is projected that during the 1995-2002 period this occupation will experience a growth rate of 36.3% (Much Faster than Average).

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	6%	56%	38%
Projected Over the Next 2 Years	6%	75%	19%

Total employees hired the last 12 Months: 17 (11%)

Resulting from:

Replacement due to Promotions – 0
 Replacements due to Employees leaving –53%
 New Positions – 47%
 Temporary Positions –0

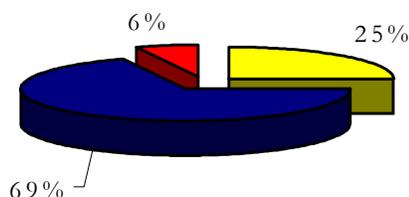
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training which may be required: Technical Training, Machine Shop, and Technical Drafting, Machine shop Calculus

TRAINING/ EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	94%	0	6%
Other Occupational Experience Accepted	19%	81%	0
Technical or Vocational Training Required	31%	63%	6%
Training Accepted in Lieu of Experience	38%	62%	0

EDUCATION



25% Less than High School
 69% High School/GED
 6% Graduate Studies

SKILLS/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Ability to operate numerically controlled machines, Understanding of military specifications, Shop math skills, Ability to read blueprints, Use of hand tools, Computer numerically controlled machines, Use of precision tools
PHYSICAL ABILITIES	Manual dexterity, Ability to stand continuously for 2 or more hours. Ability to perform precision work, Ability to lift at least 50 lbs. repeatedly.
PERSONAL/OTHER QUALIFICATIONS	Ability to provide hand tools to job site, Ability to work independently, Willingness to work with close supervision

LOCAL TRAINING PROVIDERS

◆ San Bernardino Valley College

◆ Fontana Unified School District

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Maintenance Repairers-General Utility

Study of 1999

OES Code: 851320

15 Firms Responding

Representing 130 Employees

DESCRIPTION

Maintenance Repairs perform work involving two or more maintenance skills to keep the machines, mechanical equipment, and/or structure of an establishment in repair. This occupation is generally found in a small establishment where specialization in maintenance work is impractical. Their duties may involve pipefitting, boiler making, insulating, welding, machining, machine and equipment repairing, carpentry, and electrical work, as well as planning and laying out of work relating to repairs; repairing electrical and/or mechanical equipment; installing, aligning, and balancing new equipment; and repairing buildings, floors, or stairs.

ALTERNATE TITLE: N/A

WAGES

EXPERIENCE	RANGE	MEDIAN	RANGE	MEDIAN
	UNION		NON-UNION	
New Hires, No Experience	\$13.14	\$13.14	\$11.980-\$11.92	\$11.92
New Hires, Experienced	\$10.68-\$14.49	\$13.14	\$6.50-\$13.52	\$9.01
Experienced, After 3 Years with Firm	\$11.20-\$15.84	\$14.23	\$7.50-\$15.48	\$11.52

*Union wages may be higher than non-union wages. Of the firms responding, 40% were non-union, 60% were union.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	53%	0%	33%	0%	0%	0%	13%	0%
Dental	60%	0%	20%	0%	0%	0%	20%	0%
Vision	47%	0%	27%	0%	0%	0%	27%	0%
Life	53%	0%	13%	0%	0%	0%	33%	0%

Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	73%	0%	7%	0%	0%	0%	20%	0%
Vacation	73%	0%	0%	0%	0%	0%	27%	0%
Retirement	33%	0%	33%	0%	7%	0%	27%	0%
Child Care	7%	0%	0%	0%	0%	0%	93%	0%
Additional	0%	0%	0%	0%	0%	0%	87%	0%

Additional Full-time benefits include:

None

OTHER INFORMATION

Hours: Full-time 81%, Average of 40 hours per week
Seasonal 19%, Average of 40 hours per week

Shifts: Day-100%
Swing-13%
Graveyard-7%
Other-13% (weekend on call)

In this occupation 98% of employees are male while 2% are female.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Newspaper
- ◆ In House Promotion/Transfer
- ◆ Walk-in Applicants

SUPPLY/DEMAND

Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for both fully qualified/experienced applicants as well as inexperienced applicants.

SIZE AND TRENDS

Size of Occupation/4,880-6330 Very Large

It is projected that during the 1995-2002 period this occupation will experience a growth rate of 29.7 (Faster Than Average).

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	0%	80%	20%
Projected Over the Next 2 Years	0%	87%	13%

Total employees hired the last 12 Months: 21 (16%)

Resulting from:

Replacement due to Promotions – 33%
Replacements due to Employees leaving –38%
New Positions – 19%
Temporary Positions –10%

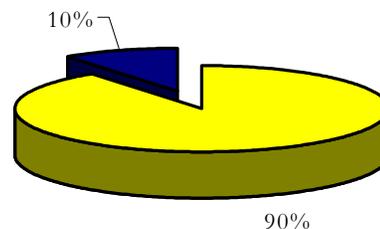
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training which may be required: Repair, Construction

TRAINING/ EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	87%	13%	0%
Other Occupational Experience Accepted	45%	55%	0%
Technical or Vocational Training Required	7%	93%	0%
Training Accepted in Lieu of Experience	46%	54%	0%

EDUCATION



10% Less than High School
90% High School Diploma

SKILLS/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Swimming pool maintenance skills, Record keeping skills Ability to read blueprints, Ability to operate power hand tools, Ability to repair and install heating and air conditioning systems, Ability to do cement work, Arc welding skills, Gas welding skills, Painting skills, Carpentry skills, Electrical repair skills, Plumbing repair skills
PHYSICAL ABILITIES	Ability to lift at least 50 lbs. repeatedly
PERSONAL/OTHER QUALIFICATIONS	Ability to provide own hand tools, Willingness to work with close supervision, Ability to work independently

LOCAL TRAINING PROVIDERS

◆ Chaffey Union High Adult Ed.

◆ Redlands-Colton-Yucaipa ROP

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Painting, Coating and Spraying Machine Operators

Study of 1999

OES Code: 929530

15 Firms Responding

Representing 99 Employees

DESCRIPTION

Coating Machine Operators or Tenders operate or tend machines to coat any of a wide variety of items, such as coating food products with sugar, chocolate, and butter, coating paper and paper products with chemical solutions, wax, and glazes, or coating fabric with rubber or plastic. Painting and Spraying Machine Operators and Tenders operate or tend machines to spray or paint decorative, protective, or other finish or coating, such as adhesive, lacquer, paint, stain, latex, preservative, or oil, to any of a wide variety of items or materials, such as wood and wood products, ceramics, and glass. This occupation includes workers who apply coating or finish to products with solutions or materials preparatory to consumer use or further processing.

ALTERNATE TITLE: Powder Coater, Coater Operator, Painter, and Silkscreen Operator

WAGES

EXPERIENCE	RANGE	MEDIAN	RANGE	MEDIAN
UNION		NON-UNION		
New Hires, No Experience	\$5.75-\$8.77	\$7.26	\$5.75-\$8.00	\$5.75
New Hires, Experienced	\$7.00-\$10.00	\$8.77	\$5.75-\$12.50	\$8.25
Experienced, After 3 Years with Firm	\$10.00-\$15.00	\$11.44	\$6.50-\$17.09	\$11.00

*Union wages may be higher than non-union wages. Of the firms responding, 80% were non-union, 20% union.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	47%	0%	33%	0%	0%	0%	20%	100%
Dental	40%	0%	27%	0%	7%	0%	27%	100%
Vision	33%	0%	27%	0%	0%	0%	40%	100%
Life	47%	0%	7%	0%	0%	0%	47%	100%

Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	47%	0%	0%	0%	0%	0%	53%	100%
Vacation	80%	0%	0%	0%	0%	0%	20%	100%
Retirement	20%	0%	13%	0%	0%	0%	67%	100%
Child Care	7%	0%	0%	0%	0%	0%	93%	100%
Additional	7%	0%	0%	0%	0%	0%	7%	0

Additional Full-time benefits include:

Profit Sharing

OTHER INFORMATION

Hours: Full-time 96%, Average of 40 hours per week
Part-time 3%, Average of 30 hours per week
Temporary 1%, Average of 15 hours per week

Shifts: Day-100%
Swing-40%
Graveyard-13%

In this occupation, 83% of employees are male, while 17% are female.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Walk-in Applicants
- ◆ Newspaper Ads
- ◆ Employee Referrals

SUPPLY/DEMAND

Employer demand is considerably greater than supply of fully qualified/experienced applicants. Employers often cannot find experienced applicants when an opening exists. This means that these applicants encounter no competition in their job search. Employer demand is somewhat greater than the supply of inexperienced applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

SIZE AND TRENDS

Size of Occupation/ 350-470 Small

It is projected that during the 1995-2002 period this occupation will experience a growth rate of 34.3% (Much Faster Than Average).

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	40%	47%	13%
Projected Over the Next 2 Years	7%	73%	20%

Total employees hired the last 12 Months: 25 (25%)

Resulting from:

Replacement due to Promotions – 24%
 Replacements due to Employees leaving – 72%
 New Positions – 4%
 Temporary Positions – 0%

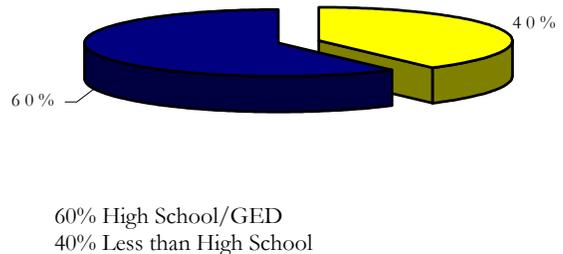
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training which may be required:
 Painting Techniques

TRAINING/ EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	33%	47%	20%
Other Occupational Experience Accepted	50%	50%	0%
Technical or Vocational Training Required	13%	80%	7%
Training Accepted in Lieu of Experience	50%	50%	0%

EDUCATION



SKILLS/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	◆ Basic computer knowledge
PHYSICAL ABILITIES	◆ N/A
FLEXIBILITY	◆ N/A
PERSONAL/OTHER QUALIFICATIONS	◆ N/A
COMPUTER SKILLS	◆ N/A

LOCAL TRAINING PROVIDERS

- ◆ Baldy View ROP
- ◆ Goodwill Industries of the Inland Counties
- ◆ Morongo ROP
- ◆ Rialto ROP
- ◆ Colton-Redlands ROP
- ◆ Lucerne Valley ROP
- ◆ Needles ROP
- ◆ San Bernardino County ROP

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Receptionist and Information Clerks

Study of 1999

OES Code: 553050

15 Firms Responding

Representing 75 Employees

DESCRIPTION

Receptionists and Information Clerks answer inquiries and obtain information for the general public (customers, visitors, and other interested parties) concerning activities conducted at an establishment, such as the location of offices or persons within the firm, departments, within the store, or services within the hotel. They may perform a variety of other clerical duties. Not including Receptionists who primarily operate switchboards.

ALTERNATE TITLE: Secretary, Front Desk Clerk, and Customer Services Clerk

WAGES

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$5.75-\$8.00	\$7.00
New Hires, Experienced	\$5.75-\$9.50	\$7.35
Experienced, After 3 Years with Firm	\$6.00-\$12.50	\$9.26

*Of the firms responding, 100% were non-union.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	33%	0%	47%	29%	0%	14%	7%	71%
Dental	33%	0%	27%	29%	0%	14%	27%	71%
Vision	20%	0%	20%	29%	0%	14%	47%	71%
Life	53%	14%	7%	7%	0%	14%	27%	71%

Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	53%	43%	0%	0%	0%	14%	33%	57%
Vacation	73%	57%	0%	0%	0%	14%	13%	43%
Retirement	27%	29%	20%	0	7%	29%	33%	57%
Child Care	0%	0%	0%	0%	0%	14%	87%	100%
Additional	0%	0%	7%	14%	0%	0%	20%	43%

Additional Full-time benefits include: 401K

OTHER INFORMATION

Hours: Full-time 76%, Average of 40 hours per week
Part-time 24% Average of 25 hours per week

Shifts: Day-100%
Swing-40%
Graveyard-27%
Other-50% (weekend, evenings)

In this occupation 81% of employees are female while 19% are male.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Employee Referrals
- ◆ Newspaper Ads
- ◆ Walk-in Applicants

SUPPLY/DEMAND

Employer demand is somewhat greater than the supply of fully qualified/experienced applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search. Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicant.

SIZE AND TRENDS

Size of Occupation/4,050-5,140 Very Large

It is projected that during the 1995-2002 period this occupation will experience a growth rate of 26.9% (Faster Than Average).

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	7%	86%	7%
Projected Over the Next 2 Years	7%	80%	13%

Total employees hired the last 12 Months: 18 (24%)

Resulting from:

Replacement due to Promotions – 17%
Replacements due to Employees leaving – 67%
New Positions – 17%

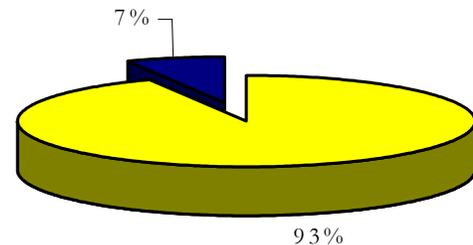
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training which may be required: Computer Experience, Customer Service

TRAINING/ EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	27%	27%	47%
Other Occupational Experience Accepted	56%	44%	0%
Technical or Vocational Training Required	7%	87%	7%
Training Accepted in Lieu of Experience	82%	18%	100%

EDUCATION



93% High School/GED
7% Associates Degree

SKILLS/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Filing, Bookkeeping Skills, Multi-line command phone center, Type 45 wpm, Oral and Written communications
PERSONAL/OTHER QUALIFICATIONS	Willingness to work with close supervision, Public Contact Skills, Ability to work independently, Ability to work under pressure, Customer service skills
COMPUTER SKILLS	Work Processing, Spreadsheet, Database
NEW SKILLS	General Computer Skills, Professional conversation/presentation, Organizational

LOCAL TRAINING PROVIDERS

◆ SB-BMR Training Center

◆ Summit Career College-Summit

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Refuse Collectors

Study of 1999

OES Code: 987050

15 Firms Responding

Representing 400 Employees

DESCRIPTION

Refuse Collectors collect and dump refuse from containers into trucks on a designated route in municipality. They may also drive the truck.

ALTERNATE TITLE: Solid Waste Collector

WAGES

*ALL EMPLOYERS COMBINED

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$7.00-\$12.00	\$8.80
New Hires, Experienced	\$8.00-\$14.00	\$10.00
Experienced, After 3 Years with Firm	\$10.00-\$15.50	\$12.50

*Union wages may be higher than non-union wages. Of the firms responding, 87% were non-union, 13% union.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	60%	0%	33%	0%	0%	0%	7%	100%
Dental	33%	0%	7%	0%	13%	0%	47%	100%
Vision	13%	0%	7%	0%	7%	0%	73%	100%
Life	47%	0%	0%	0%	7%	0%	47%	100%

Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	60%	0%	0%	0%	0%	0%	40%	100%
Vacation	93%	0%	0%	0%	0%	0%	7%	100%
Retirement	33%	0%	27%	0%	0%	0%	40%	100%
Child Care	0%	0%	0%	0%	0%	0%	100%	100%

Additional Full-time benefits include: None

OTHER INFORMATION

Hours: Full-time 99%, Average of 43 hours per week
Part-time 1%, Average of 15 hours per week

Shifts:

Day-100%

Swing-7%

In this occupation 91% of employees are male while 1% are female.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Walk-ins
- ◆ Employee Referrals
- ◆ Newspapers Ads

SUPPLY/DEMAND

Employer demand is somewhat greater than the supply of fully qualified/experienced applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search. Employer demand is considerable greater than supply of applicants. Employers often cannot find qualified applicants when an opening exists. This means that qualified applicants encounter no competition in their job search.

SIZE AND TRENDS

Size of Occupation/460-680 Small

It is projected that during the 1995-2002 period this occupation will experience a growth rate of 47.8% (Much Faster than Average).

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	0%	80%	20%
Projected Over the Next 2 Years	0%	80%	20%

Total employees hired the last 12 Months: 36 (99%)

Resulting from:

Replacement due to Promotions – 14%
 Replacements due to Employees leaving –67%
 New Positions – 11%
 Temporary Positions –8%

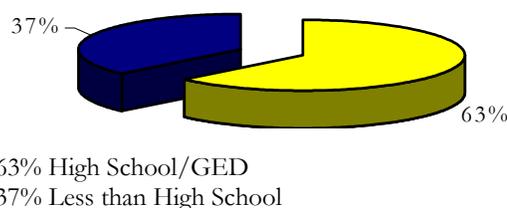
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training which may be required: Class “B” License

TRAINING/ EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	47%	33%	20%
Other Occupational Experience Accepted	60%	40%	0%
Technical or Vocational Training Required	7%	87%	7%
Training Accepted in Lieu of Experience	40%	60%	0%

EDUCATION



SKILLS/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Ability to apply principles of hazardous and toxic waste disposal, Ability to follow safe equipment operating practices, Class B license
PHYSICAL ABILITIES	Ability to perform strenuous, Physically demanding work, Ability to tolerate dust and unpleasant odors, Must lift at least 100 lbs. repeatedly
PERSONAL/OTHER QUALIFICATIONS	Public contact skills, Ability to work independently, Possession of a good DMV driving record

LOCAL TRAINING PROVIDERS

◆ Baldy View ROP

◆ Colton-Redlands ROP

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Registered Nurses

Study of 1999

OES Code: 325020

15 Firms Responding

Representing 2,700 Employees

DESCRIPTION

Registered Nurses administer nursing care to ill or injured persons. This group includes administrative, public health, industrial, private duty, and surgical nurses. Licensing or registration is required. Not including Nursing Instructors and Teachers.

ALTERNATE TITLE: Clinical Nurse, Staff Nurse, Charge Nurse, Desk Nurse, and RN Supervisor

WAGES

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$10.75-\$19.50	\$17.00
New Hires, Experienced	\$13.50-\$24.00	\$18.00
Experienced, After 3 Years with Firm	\$12.70-\$26.01	\$21.00

* Of the firms responding, 100% were non-union.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	13%	8%	87%	25%	0%	8%	0%	58%
Dental	13%	8%	73%	25%	7%	8%	7%	58%
Vision	0%	0%	40%	17%	13%	17%	47%	67%
Life	27%	17%	13%	0%	7%	0%	53%	83%

Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	67%	33%	13%	0%	0%	0%	20%	67%
Vacation	93%	42%	7%	0%	0%	0%	0%	58%
Retirement	27%	25%	27%	0%	20%	8%	27%	67%
Child Care	0%	0%	0%	0%	0%	0%	100%	100%

Additional Full-time benefits include: None

OTHER INFORMATION

Hours: Full-time 67%, Average of 40 hours per week
Part-time 11%, Average of 27 hours per week
Temp/On-call 22%,

Shifts: Day-93%
Swing-53%
Graveyard-60%
Other-66% (PM Shifts, Split shifts)

In this occupation 87% of employees are female while 13% are male.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Employee Referrals
- ◆ In House Promotions/Transfers
- ◆ Newspaper Ads

SUPPLY/DEMAND

Employer demand is considerably greater than supply of fully qualified/experienced applicants. Employers often cannot find experienced applicants when an opening exists. This means that these applicants encounter no competition in their job search. Employer demand is somewhat greater than the supply of inexperienced applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

SIZE AND TRENDS

Size of Occupation/10,470-11,960 Large

It is projected that during the 1995-2002 period this occupation will experience a growth rate of 14.2% (Slower than Average).

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	7%	53%	40%
Projected Over the Next 2 Years	7%	67%	27%

Total employees hired the last 12 Months: 307 (11%)

Resulting from:

- Replacement due to Promotions – 1%
- Replacements due to Employees leaving – 74%
- New Positions – 15%
- Temporary Positions – 10%

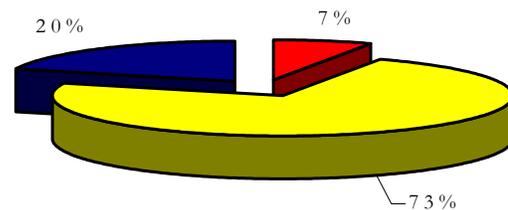
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training which may be required: ER Experience licensed by the State of California, RN, and Nursing Programs

TRAINING/ EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	40%	13%	47%
Other Occupational Experience Accepted	27%	73%	0%
Technical or Vocational Training Required	40%	60%	0%
Training Accepted in Lieu of Experience	0%	100%	0%

EDUCATION



7% High School/GED
73% Associates Degree
20% Graduate Studies

SKILLS/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Basic math skills, Ability to read and follow instructions, Ability to write legibly, Oral Communications skills
PERSONAL/OTHER QUALIFICATIONS	Willingness to work with close supervision, Public contact skills, Ability to work independently, Ability to work under pressure
COMPUTER SKILLS	Work Processing, Spreadsheet, Database

LOCAL TRAINING PROVIDERS

- ◆ California State University-San Bernardino
- ◆ College of the Desert
- ◆ Concord Career Institute
- ◆ Loma Linda University
- ◆ Victor Valley College

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Salesperson Retail (except Vehicle Sales)

Study of 1999

OES Code: 490112

17 Firms Responding

Representing 546 Employees

DESCRIPTION

Retail Salespersons sell a variety of merchandise to the public. They assist the customer in making selections, obtain or receive the merchandise, total the bill, receive the payment in cash or by check, or credit card, operate a cash register, and make change for the customer. They may stock shelves and set up advertising displays. Not including workers who work primarily as Cashiers.

ALTERNATE TITLE: Sales Associate, Customer Service Representative

WAGES

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$5.75-\$5.75	\$5.75
New Hires, Experienced	\$5.75-\$7.85	\$6.00
Experienced, After 3 Years with Firm	\$5.75-\$10.00	\$7.25

*Of the firms responding, 100% were non-union.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	58%	0%	21%	6%	5%	6%	5%	88%
Dental	47%	0%	16%	6%	5%	6%	21%	88%
Vision	32%	6%	11%	0%	5%	6%	42%	88%
Life	42%	6%	11%	0%	5%	6%	32%	88%

Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	63%	6%	5%	0%	5%	6%	16%	88%
Vacation	68%	19%	5%	0%	0%	0%	16%	81%
Retirement	11%	0%	21%	6%	5%	6%	53%	88%
Child Care	0%	0%	5%	0%	5%	0%	79%	100%

Additional Full-time benefits include: None

OTHER INFORMATION

Hours: Full-time 36%, Average of 39 hours per week
Part-time 43%, Average of 20 hours per week
Temporary 9%, Average of 13 hours per week
Seasonal 12%, Average of 19 hours per week

Shifts: Day-100%
Swing-53%
Graveyard-N/A
Other-32% (mall operations hours)

In this occupation 76% of employees are female while 24% are male.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Employee Referrals
- ◆ Walk-in Applicants
- ◆ In-house promotions or transfers

SUPPLY/DEMAND

Employer demand is considerably greater than supply of fully qualified/experienced applicants. Employers often cannot find experienced applicants when an opening exists. This means that these applicants encounter no competition in their job search. Employer demand is somewhat greater than the supply of inexperienced applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

SIZE AND TRENDS

Size of Occupation/18,070-20,630 Very Large

It is projected that during the 1995-2002 period this occupation will experience a growth rate of 14.2% (Slower than Average).

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	11%	37%	53%
Projected Over the Next 2 Years	0%	68%	32%

Total employees hired the last 12 Months: 234 (43%)

Resulting from:

- Replacement due to Promotions – 1%
- Replacements due to Employees leaving – 18%
- New Positions – 15%
- Temporary Positions – 65%

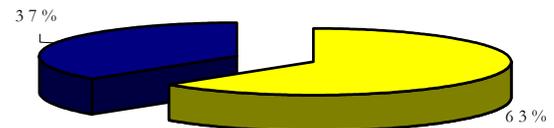
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training which may be required: ASE Certification,
Other industry certification

TRAINING/ EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	21%	47%	32%
Other Occupational Experience Accepted	89%	11%	0%
Technical or Vocational Training Required	0%	100%	0%
Training Accepted in Lieu of Experience	40%	60%	0%

EDUCATION



37% High School/GED
63% Less than High School

SKILLS/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Ability to apply sales techniques, Understanding of inventory techniques, Ability to operate cash register, Ability to write effectively
PHYSICAL ABILITIES	Ability to stand continuously for 2 or more hours, Ability to lift at least 50 lbs. repeatedly
PERSONAL/OTHER QUALIFICATIONS	Good grooming skills, Willingness to work with close supervision, Ability to work independently, Customer Service Skills
NEW SKILLS	Friendly attitude, Basic Office Skills

LOCAL TRAINING PROVIDERS

- ◆ San Bernardino County ROP
- ◆ Goodwill Industries of the Inland Counties
- ◆ Somos Hermanas Unidas Business & Education Institute
- ◆ Colton-Summit Career College
- ◆ Crafton Hills College-Yucaipa

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Stock Clerks-Stockroom

Study of 1999

OES Code: 580230

15 Firms Responding

Representing 674 Employees

DESCRIPTION

Stock Clerks receive, store, and issue material, equipment, and other items from stockroom, warehouse, or storage yard, and keep records and compile stock reports. Not including Stockroom Laborers and workers whose primary duties involve shipping, weighing, and checking.

ALTERNATE TITLE: Warehouse Worker, Processors, Handlers, Receiving Clerk, and Dockworker

WAGES

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$5.75-\$9.00	\$7.25
New Hires, Experienced	\$6.00-\$10.00	\$8.00
Experienced, After 3 Years with Firm	\$6.80-\$15.75	\$10.50

*Of the firms responding, 100% were non-union.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	33%	11%	60%	22%	0%	0%	0%	33%
Dental	27%	11%	47%	22%	0%	0%	20%	33%
Vision	7%	0%	40%	22%	0%	0%	47%	44%
Life	33%	0%	33%	22%	7%	0%	20%	44%

Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	60%	11%	13%	22%	0%	0%	20%	33%
Vacation	60%	11%	13%	22%	0%	0%	20%	33%
Retirement	20%	11%	33%	22%	0%	0%	40%	33%
Child Care	0%	0%	0%	0%	0%	0%	93%	67%
Additional	0%	0%	7%	0%	0%	0%	13%	0%

Additional Full-time benefits include: 401K

OTHER INFORMATION

Hours: Full-time 60%, Average of 40 hours per week
Part-time 34%, Average of 21 hours per week
Temporary 1%, Average of 15 hours per week
Seasonal 5%, Average of 40 hours per week

Shifts: Day-93%
Swing-47%
Graveyard-13%
Other-13% (store hours)

In this occupation 55% of employees are female while 45% are male.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Employee Referrals
- ◆ Walk-in Applicants
- ◆ In House Promotion/Transfer

SUPPLY/DEMAND

Supply of fully qualified/experienced applicants is considerably greater than demand, creating a very competitive job market for applicant. Employer demand is somewhat greater than the supply of inexperienced applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

SIZE AND TRENDS

Size of Occupation/4,910-5,450 Very Large

It is projected that during the 1995-2002 period this occupation will experience a growth rate of 15.8% (Slower than Average).

Total employees hired the last 12 Months: 117 (17%)

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	0%	60%	40%
Projected Over the Next 2 Years	0%	53%	47%

Resulting from:

Replacement due to Promotions – 3%
Replacements due to Employees leaving –26%
New Positions – 22%
Temporary Positions –48%

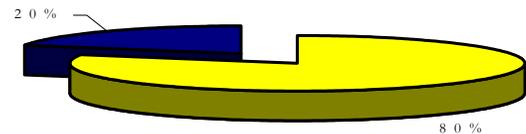
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training which may be required: Forklift Certification

TRAINING/ EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	20%	27%	53%
Other Occupational Experience Accepted	63%	38%	0%
Technical or Vocational Training Required	7%	93%	0%
Training Accepted in Lieu of Experience	45%	55%	0%

EDUCATION



27% High School/GED
73% Less than High School

SKILLS/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Ability to operate a forklift, Record keeping skills, Understanding of inventory techniques, Labeling skills, Ability to stock shelves, Bondable
PHYSICAL ABILITIES	Ability to lift at least 50 lbs. repeatedly
PERSONAL/OTHER QUALIFICATIONS	Willingness to work with close supervision, Public contact skills. Ability to work independently

LOCAL TRAINING PROVIDERS

- ◆ Baldy View ROP

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Teachers and Instructors-Vocational

Study of 1999

OES Code: 313140

18 Firms Responding

Representing 361 Employees

DESCRIPTION

Vocational Education and Training Teachers and Instructors teach or instruct vocational and/or occupational subjects at the post-secondary level (but at less than the baccalaureate) to students who have graduated of left high school. They teach subjects such as business, secretarial science, data processing, trades, or practical nursing. Including correspondence school instructors; industrial, commercial, or government training instructors; and instructors who prepare persons to operate industrial machinery and equipment. They may teach in public or private schools associated with organizations whose primary business is other than education.

ALTERNATE TITLE: Naturalist, R.O.P. Teachers

WAGES

EXPERIENCE	RANGE	MEDIAN	RANGE	MEDIAN
	UNION		NON-UNION	
New Hires, No Experience	\$16.83	\$16.83	\$8.50-\$24.39	\$10.55
New Hires, Experienced	\$19.23-\$29.00	\$22.98	\$8.25-\$24.39	\$11.50
Experienced, After 3 Years with Firm	\$21.64-\$29.00	\$26.45	\$10.00-\$24.39	\$16.39

* Of the firms responding, 78% were non-union, 22% union.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	33%	29%	39%	14%	6%	0%	17%	57%
Dental	33%	21%	28%	21%	6%	0%	28%	57%
Vision	22%	14%	17%	14%	6%	0%	50%	64%
Life	22%	14%	11%	21%	6%	0%	56%	71%

Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	67%	43%	17%	7%	0%	0%	11%	50%
Vacation	56%	29%	6%	7%	0%	0%	33%	64%
Retirement	17%	14%	22%	21%	6%	0%	50%	64%
Child Care	0%	7%	0%	0%	6%	0%	89%	93%
Additional	22%	7%	0%	0%	0%	0%	22%	21%

Additional Full-time benefits include: 401K, Section 125K, free classes for family members, and pay STRS or PGRS in Retirement Plan.

OTHER INFORMATION

Hours: Full-time 59%, Average of 38 hours per week
Part-time 33%, Average of 22 hours per week
Temporary 8%, Average of 21 hours per week

Shifts: Day-96%
Swing-39%
Graveyard-6%
Other-33% (Saturdays, evenings)

In this occupation 52% of employees are female while 48% are male.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Newspaper Ads
- ◆ Employee Referrals
- ◆ In-House Promotions/Transfers

SUPPLY/DEMAND

Employer demand is somewhat greater than the supply of fully qualified/experienced applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search. Employer demand is considerable greater than supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. This means that qualified applicants encounter no competition in their job search.

SIZE AND TRENDS

Size of Occupation/900-1,200 Medium

It is projected that during the 1995-2002 period this occupation will experience a growth rate of 23.2% (Average)
Total employees hired the last 12 Months: 117 (32%)

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	0%	54%	46%
Projected Over the Next 2 Years	0%	30%	70%

Resulting from:

Replacement due to Promotions – 15%
Replacements due to Employees leaving –47%
New Positions – 26%
Temporary Positions –13%

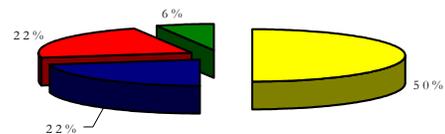
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training which may be required: Bachelor's Degree, CPR Certification, Computer Operations, Computer Programming, and Credential

TRAINING/ EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	61%	0%	39%
Other Occupational Experience Accepted	59%	41%	0%
Technical or Vocational Training Required	61%	28%	11%
Training Accepted in Lieu of Experience	39%	61%	0%

EDUCATION



50% High School/GED
22% Associates Degree

22% Bachelors Degree
6% Graduate Studies

SKILLS/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Ability to write effectively and legibly, Knowledge of OSHA Safety Standards, Performs advanced mathematical computations
PHYSICAL ABILITIES	Perform strenuous, Physically demanding work
PERSONAL/OTHER QUALIFICATIONS	Ability to work independently, Ability to work under pressure, Ability to maintain classroom discipline
COMPUTER SKILLS	Word Processing, Spreadsheet, Database, Desktop Publishing
NEW SKILLS	Public Speaking, Computer repair, WebPages, Internet knowledge, Networking, Technical credential

LOCAL TRAINING PROVIDERS

◆ N/A

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Teachers, Preschool

Study of 1999

OES Code: 313030

15 Firms Responding

Representing 146 Employees

DESCRIPTION

Preschool Teachers instruct children (normally up to 5 years of age) in activities designed to promote social, physical, and intellectual growth needed for primary school in preschool, day care center, or other child development facility. May be required to hold State certification.

ALTERNATE TITLE: Child-Care Coordinator, Child Development Technician I and II

WAGES

EXPERIENCE	RANGE	MEDIAN	RANGE	MEDIAN
	UNION		NON-UNION	
New Hires, No Experience	\$10.57	\$10.59	\$6.00-\$7.00	\$6.50
New Hires, Experienced	\$10.59-\$14.00	\$12.77	\$6.00-\$8.00	\$7.00
Experienced, After 3 Years with Firm	\$11.90-\$15.00	\$14.24	\$7.00-\$10.00	\$8.25

*Of the firms responding, 80% were non-union, 20% union.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	27%	0%	20%	20%	0%	0%	53%	80%
Dental	20%	0%	0%	20%	7%	0%	73%	80%
Vision	20%	0%	0%	20%	7%	0%	73%	80%
Life	13%	0%	7%	10%	0%	0%	80%	90%

Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	40%	20%	7%	0%	7%	0%	47%	80%
Vacation	67%	20%	7%	0%	0%	0%	27%	80%
Retirement	7%	10%	20%	0%	7%	0%	67%	90%
Child Care	7%	10%	20%	10%	7%	10%	67%	70%
Additional	7%	10%	0%	0%	0%	0%	67%	70%

Additional Full-time benefits include:

Paid Holidays

OTHER INFORMATION

Hours: Full-time 54%, Average of 39 hours per week
Part-time 46%, Average of 28 hours per week

Shifts: Day-100%
Other-7% (afternoon)

In this occupation 99% of employees are female while 1% are male.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ School, Program Referrals
- ◆ Walk-in Applicants
- ◆ In-house promotions or transfers
- ◆ Newspaper Ads

SUPPLY/DEMAND

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may have some difficulty finding qualified applicants at times.

Worker supply is somewhat larger than the demand for inexperienced applicants, and inexperienced applicants may experience competition in job seeking.

SIZE AND TRENDS

Size of Occupation/1,680-2,100 Large

It is projected that during the 1995-2002 period this occupation will experience a growth rate of 25% (Which is Faster than Average).

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	0%	53%	47%
Projected Over the Next 2 Years	0%	60%	40%

Total employees hired the last 12 Months: 29 (20%)

Resulting from:

Replacement due to Promotions – 7%
 Replacements due to Employees leaving – 48%
 New Positions – 41%
 Temporary Positions – 3%

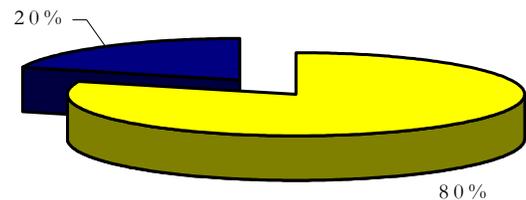
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training which may be required: ROP
 Childcare Certification, Child Development Classes,
 and ECE units

TRAINING/ EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	73%	13%	13%
Other Occupational Experience Accepted	0%	100%	0%
Technical or Vocational Training Required	60%	40%	0%
Training Accepted in Lieu of Experience	46%	54%	0%

EDUCATION



80% High School/GED
 20% Associates Degree

SKILLS/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Oral Communications Skills
PERSONAL/OTHER QUALIFICATIONS	Interpersonal skills, Ability to handle crisis situations, Ability to work independently

LOCAL TRAINING PROVIDERS

- ◆ American Nanny College
- ◆ Somos Hermanas Unidas Business Institute
- ◆ College of the Desert
- ◆ Cooper Mountain

For Additional Training Information visit: <http://sti.soicc>

Truck Drivers, Heavy or Trailer

Study of 1999

OES Code: 971020

16 Firms Responding

Representing 605 Employees

DESCRIPTION

Heavy or Tractor Trailer Truck Drivers drive tractor-trailer combinations or trucks with a capacity of more than three tons to transport and deliver goods, livestock, or materials in liquid, loose or packaged form. They may be required to unload trucks.

ALTERNATE TITLE: N/A

WAGES

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	10.00-11.99	11.00
New Hires, Experienced	10.00-14.50	12.00
Experienced, After 3 Years with Firm	10.00-20.14	14.50

*Of the firms responding, 100% were non-union.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	50%	0%	50%	0%	0%	0%	0%	100%
Dental	38%	0%	38%	0%	13%	0%	13%	100%
Vision	25%	0%	13%	0%	6%	33%	31%	67%
Life	50%	0%	19%	0%	0%	0%	31%	100%

Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	31%	0%	6%	0%	0%	0%	63%	100%
Vacation	94%	0%	6%	0%	0%	0%	0%	100%
Retirement	31%	0%	31%	0%	6%	6%	31%	67%
Child Care	0%	0%	6%	0%	0%	0%	94%	100%
Additional	0%	0%	6%	0%	0%	0%	0%	0%

Additional Full-time benefits include: 401K

OTHER INFORMATION

Hours: Full-time 99%, Average of 41 hours per week
Part-time 1%, Average of 18 hours per week

Shifts:

Day-81%
Swing-25
Graveyard-6%
Other-25% (Cross country, average route shift.)

In this occupation 100% of employees are male.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Newspaper Ads
- ◆ Employee Referrals
- ◆ Walk-in Applicants

SUPPLY/DEMAND

Employer demand is considerable greater than supply of fully qualified/experienced and as well as inexperienced applicants. Employers often cannot find applicants when an opening exists. This means that applicants encounter no competition in their job search.

SIZE AND TRENDS

Size of Occupation/6,660-9,020 Very Large

It is projected that during the 1995-2002 period this occupation will experience a growth rate of 35.4% (Much Faster Than Average).

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	19%	44%	38%
Projected Over the Next 2 Years	0%	56%	44%

Total employees hired the last 12 Months: 209 (35%)

Resulting from:

- Replacement due to Promotions – 0%
- Replacements due to Employees leaving –36%
- New Positions – 64%
- Temporary Positions –0%

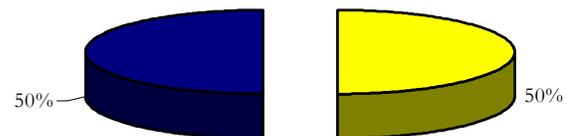
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training which may be required: Work Experience using Flat Beds

TRAINING/ EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	81%	6%	13%
Other Occupational Experience Accepted	0%	100%	0%
Technical or Vocational Training Required	25%	69%	6%
Training Accepted in Lieu of Experience	20%	80%	0%

EDUCATION



50% High School/GED
50% Less than High School

SKILLS/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	◆ N/A
PHYSICAL ABILITIES	◆ Ability to sit for long periods of time
FLEXIBILITY	◆ N/A
PERSONAL/OTHER QUALIFICATIONS	◆ N/A
COMPUTER SKILLS	◆ N/A

LOCAL TRAINING PROVIDERS

- ◆ United States Truck Driving School Inc.
- ◆ Barstow Unified

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Truck Drivers, Light

Study of 1999

OES Code: 971050

15 Firms Responding

Representing 697 Employees

DESCRIPTION

Light Truck Drivers, including Delivery and Route Workers, drive vehicles with a capacity under 3 tons. They deliver or pick up merchandise and may load and unload trucks. Not including workers whose duties include sales.

ALTERNATE TITLE: Pick Up and Delivery Drivers, Route Sales

WAGES

EXPERIENCE	RANGE	MEDIAN	RANGE	MEDIAN
	UNION		NON-UNION	
New Hires, No Experience	N/A	N/A	\$7.00-\$11.99	\$8.51
New Hires, Experienced	\$6.13-\$19.09	\$14.00	\$7.00-\$14.38	\$11.01
Experienced, After 3 Years with Firm	\$6.13-\$19.09	\$18.74	\$8.25-\$19.18	\$13.00

* Of the firms responding, 80% were non-union, 20% union.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	60%	33%	13%	0%	0%	0%	27%	67%
Dental	53%	33%	13%	0%	33%	0%	27%	67%
Vision	40%	33%	13%	0%	33%	0%	40%	67%
Life	47%	33%	13%	0%	0%	0%	40%	67%

Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	53%	33%	0%	0%	0%	0%	47%	67%
Vacation	73%	33%	0%	0%	0%	0%	27%	67%
Retirement	27%	33%	13%	0%	33%	0%	53%	67%
Child Care	0%	0%	0%	0%	0%	0%	100%	100%
Additional	0%	0%	7%	0%	0%	0%	0%	0%

Additional Full-time benefits include: 401K Retirement Plans

OTHER INFORMATION

Hours: Full-time 90%, Average of 43 hours per week
Part-time 10%, Average of 20 hours per week

Shifts:

Day-100%
Swing-27%
Graveyard-13%

In this occupation 95% of employees are male while 5% are female.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Employee Referrals
- ◆ In-House Promotion/Transfers
- ◆ Walk-in Applicants

SUPPLY/DEMAND

Employer demand is somewhat greater than the supply of fully qualified/experienced applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search. Supply of inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicants.

SIZE AND TRENDS

Size of Occupation/ 4,450-7,350 Very Large

It is projected that during the 1995-2002 period this occupation will experience a growth rate of 65.2% (Much Faster Than Average).

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	0%	73%	27%
Projected Over the Next 2 Years	0%	23%	47%

Total employees hired the last 12 Months: 37 (5%)

Resulting from:

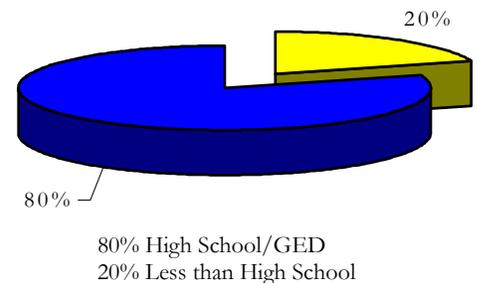
- Replacement due to Promotions – 5%
- Replacements due to Employees leaving –57%
- New Positions – 38%
- Temporary Positions –0%

For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

TRAINING/ EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	60%	20%	20%
Other Occupational Experience Accepted	25%	75%	0%
Technical or Vocational Training Required	7%	93%	0%
Training Accepted in Lieu of Experience	25%	75%	0%

EDUCATION



SKILLS/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	◆ N/A
PHYSICAL ABILITIES	◆ N/A
FLEXIBILITY	◆ N/A
PERSONAL/OTHER QUALIFICATIONS	◆ N/A
COMPUTER SKILLS	◆ N/A

LOCAL TRAINING PROVIDERS

- ◆ California State University San Bernardino
- ◆ College of the Desert
- ◆ Victor Valley College
- ◆ Concord Career Institute
- ◆ Loma Linda University

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Waiters & Waitresses

Study of 1999

OES Code: 650080

15 Firms Responding

Representing 343 Employees

DESCRIPTION

Waiters and Waitresses serve food and/or beverages to patrons at tables. They usually take orders from patrons and make out the check. Their duties may include setting tables with linen and silverware and taking payment from patrons. They may serve customers at counters as well as at tables. Not including workers who only work with customers.

ALTERNATE TITLE: N/A

WAGES

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$5.75-\$5.75	\$5.75
New Hires, Experienced	\$5.75-\$5.75	\$5.75
Experienced, After 3 Years with Firm	\$5.75-\$6.45	\$5.75

In this occupation tips are usually received. *Of the firms responding, 100% were non-union.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	13%	0%	20%	23%	0%	8%	33%	69%
Dental	13%	0%	13%	23%	7%	8%	33%	69%
Vision	13%	0%	7%	15%	7%	8%	40%	77%
Life	20%	0%	13%	23%	0%	8%	33%	69%

Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	13%	0%	0%	15%	0%	8%	53%	77%
Vacation	33%	8%	7%	23%	0%	8%	27%	62%
Retirement	13%	0%	0%	23%	0%	0%	53%	77%
Child Care	0%	0%	0%	0%	0%	0%	67%	100%
Additional	0%	0%	0%	0%	0%	0%	20%	15%

Additional Full-time benefits include: None

OTHER INFORMATION

Hours: Full-time 34%, Average of 36 hours per week
Part-time 66%, Average of 22 hours per week

Shifts:

Day-100%
Swing-94%
Graveyard-13%

In this occupation 66% of employees are female while 33% are male.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Walk-ins
- ◆ Employee Referrals
- ◆ Newspaper Ads

SUPPLY/DEMAND

Employer demand is somewhat greater than the supply of both fully qualified/ experienced applicants and as well as inexperienced applicants. Employers may have some difficulty finding applicants at times and applicants may find little competition in their job search.

SIZE AND TRENDS

Size of Occupation/6,100-7,500 Very Large

It is projected that during the 1995-2002 period this occupation will experience a growth rate of 23% (Average).

Total employees hired the last 12 Months: 73 (21%)

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	13%	67%	20%
Projected Over the Next 2 Years	0%	67%	33%

Resulting from:

Replacement due to Promotions – 0%
 Replacements due to Employees leaving –95%
 New Positions – 5%
 Temporary Positions –0%

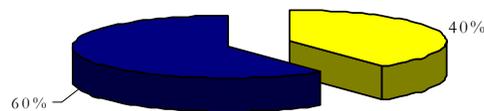
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training which may be required:
N/A

TRAINING/ EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	40%	20%	40%
Other Occupational Experience Accepted	18%	82%	0
Technical or Vocational Training Required	7%	93%	0
Training Accepted in Lieu of Experience	50%	50%	0

EDUCATION



40% High School/GED
60% Less than High School

SKILLS/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Cash handling skills, Ability to operate a cash register, Ability to follow oral instructions, Basic math skills, Ability to read and follow instructions, Ability to write legibly, Oral communication skills
PHYSICAL ABILITIES	Ability to stand continuously for 2 or more hours, Ability to lift at least 30 lbs. repeatedly
PERSONAL/OTHER QUALIFICATIONS	Good grooming skills, Willingness to work with close supervision, Ability to work independently, Ability to work under pressure, Customer service skills

LOCAL TRAINING PROVIDERS

◆ N/A

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Welders and Cutters

Study of 1999

OES Code: 939140

15 Firms Responding

Representing 236 Employees

DESCRIPTION

Welders and Cutters use flame cutting, hand, arc, and gas welding equipment, and gas torches, to weld together metal components of such products as pipelines, automobiles, boilers, and ships, or join together components of fabricated sheet metal assemblies, or cut, trim, or scarf metal objects to dimensions as specified by layout, work orders, or blueprint.

ALTERNATE TITLE: Fabricator, Iron Worker

WAGES

EXPERIENCE	RANGE	MEDIAN	RANGE	MEDIAN
	UNION		NON-UNION	
New Hires, No Experience	N/A	N/A	\$5.75-\$6.50	\$6.00
New Hires, Experienced	\$10.00-\$13.34	\$11.50	\$6.25-\$16.00	\$9.26
Experienced, After 3 Years with Firm	\$13.00-\$18.00	\$13.50	\$7.00-\$19.18	\$12.50

*Of the firms responding, 75% were non-union, 25% union.

BENEFITS

Insurance Types

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical	31%	50%	31%	0%	0%	0%	31%	50%
Dental	25%	0%	25%	50%	6%	0%	38%	50%
Vision	25%	0%	13%	0%	0%	0%	56%	100%
Life	31%	0%	0%	0%	6%	0%	56%	100%

Other Benefits

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Sick Leave	19%	0%	0%	0%	6%	0%	69%	100%
Vacation	69%	0%	0%	50%	6%	0%	19%	50%
Retirement	25%	0%	13%	0%	6%	50%	50%	50%
Child Care	0%	0%	0%	0%	0%	0%	94%	100%
Additional	19%	0%	0%	0%	6%	0%	38%	100%

Additional Full-time benefits include:

ESOP, short-term Disability, Profit Sharing, Holiday Pay

OTHER INFORMATION

Hours: Full-time 98%, Average of 41 hours per week
Part-time 1%, Average of 16 hours per week
Temporary 1%, Average of 8 hours per week

Shifts: Day-100%
Swing-25%

In this occupation 97% of all employees are male while 3% are female.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Walk-ins
- ◆ Employee Referrals
- ◆ Newspaper Ads

SUPPLY/DEMAND

Employer demand is somewhat greater than the supply of both fully qualified/experienced applicants and as well as inexperienced applicants. Employers may have some difficulty finding applicants at times and applicants may find little competition in their job search.

SIZE AND TRENDS

Size of Occupation/ 1,410-1,860 Large

It is projected that during the 1995-2002 period this occupation will experience a growth rate of 31.9% (Faster Than Average).

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	13%	27%	50%
Projected Over the Next 2 Years	0%	63%	38%

Total employees hired the last 12 Months: 78 (33%)

Resulting from:

Replacement due to Promotions – 5%
Replacements due to Employees leaving –59%
New Positions – 29%
Temporary Positions –6%

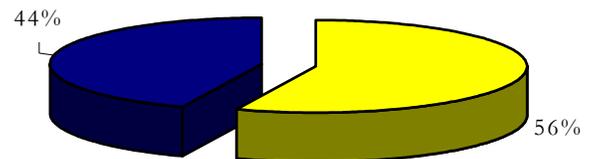
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training which may be required: Welding Certification, Certifications in Field, Blue Print

TRAINING/ EXPERIENCE	YES	NO	Not Required but preferred
Work Experience Required	81%	13%	6%
Other Occupational Experience Accepted	14%	86%	0%
Technical or Vocational Training Required	25%	69%	6%
Training Accepted in Lieu of Experience	36%	64%	0%

EDUCATION



56% High School/GED
44% Less than High School

SKILLS/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Ability to operate inspection equipment, Ability to read blueprints, Ability to read working drawings, Arc welding, Gas welding skills, Certified structural welder, Certified vessel and pipe welder, Ability to use precision tools, Ability to pass a work performance test
PHYSICAL ABILITIES	Ability to work from ladders and scaffolds, Ability to stand continuously for 2 or more hours
PERSONAL/OTHER QUALIFICATIONS	Basic math skills, Ability to read and follow instructions, Ability to write legibly, Oral communication skills

LOCAL TRAINING PROVIDERS

- ◆ San Bernardino Adult Education
- ◆ San Bernardino Valley College
- ◆ Local Regional Occupation Program

Visit: <http://sti.soicc.ca.gov/sti>

SAN BERNARDINO COUNTY

OCCUPATIONS STUDIED IN 1998

Accountants and Auditors

Study of 1998

OES Code: 21140

15 Firms Responding

Representing 124 Employees

DESCRIPTION

Accountants and Auditors examine, analyze, and interpret accounting records for the purpose of giving advice or preparing statements and installing or advising on systems of recording costs or other financial and budgetary data.

ALTERNATE TITLE: Staff Accountants, CPA, and Controller

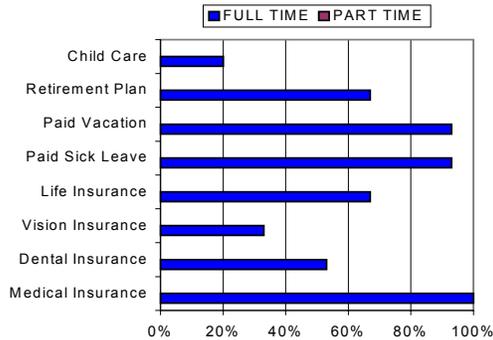
WAGES

*ALL EMPLOYERS COMBINED

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$8.00-\$19.23	\$10.50
New Hires, Experienced	\$9.00-\$19.23	\$12.98
Experienced, After 3 Years with Firm	\$12.00-\$24.00	\$16.00

Of the firms responding, 100% were non-union.

BENEFITS



Other Full-time Benefits: Cafeteria Plan, 401K

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Newspaper Ads
- ◆ Employee Referrals
- ◆ In-House Promotion or Transfer

SUPPLY/DEMAND

Employees	Not Difficult	A Little Difficult	Somewhat Difficult	Very Difficult
Fully qualified and experienced	20%	13%	47%	20%
Inexperienced	27%	6%	20%	47%

Employer demand is somewhat greater than the supply of qualified applicants for both qualified and fully qualified experienced and inexperienced applicants. Employers may have some difficulty finding qualified applicants at times.

OTHER INFORMATION

Hours: Full-time 96%, Average of 43 hours per week
 Part-time 4%, Average of 23 hours per week
 Temp on-call 2%, Average of 20 hours per week

In this occupation 61% of employees are female while 39% are male

RELATED DOT CODES

DOT CODE	TITLE
160.162-10	Accountant, Tax
160.162-22	Accountant, Budget
160.167-26	Accountant, Cost
160.167-003	Auditor, Internal

WHERE THE JOBS ARE

	SIC
Accounting, Auditing, Bookkeeping	8721
State Government	9020
Elementary & Secondary Schools	8211
Eating Places	5812

Occupational Outlook Handbook 1996-97 page 21.
 California Occupational Guide (COG): #1(1995)
 Related COGs: Bookkeeping, Accounting and Auditing Clerk #26, Tax Preparers and Interviewers # 482.

SIZE AND TRENDS

Size of Occupation/2,220-2,620 Large

It is projected that during the 1995-2002 Period this occupation will experience a growth rate of 18% (Slower than Average). *Average growth rate between 1995-2002 of all nonagricultural occupations in San Bernardino County is 21.6%.*

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	0%	53%	47%
Projected Over the Next 2 Years	0%	33%	67%

Total employees hired the last 12 Months: 37

Resulting from:

Replacement due to Promotions – 8%
 Replacements due to Employees leaving –57%
 New Positions – 35%
 Temporary Positions –0%

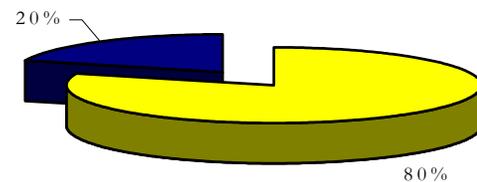
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training which may be required: Bachelors Degree in Accounting, CPA License

	Always	Usually	Sometimes	Never
Work Experience Required	60%	20%	20%	0%
Training Accepted in Lieu of Experience	0%	13%	33%	53%

EDUCATION



80% Bachelors Degree
20% Some College, No Degree

SKILLS/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Math and data entry skills, Problem solving skills, Ability to write effectively
PERSONAL/OTHER QUALIFICATIONS	Independent and dependent work, Organizational skills
COMPUTER SKILLS	Word Processing, Spreadsheet
NEW SKILLS	Accounting and Tax Applications

LOCAL TRAINING PROVIDERS

- ◆ California State University San Bernardino
- ◆ San Bernardino Valley College
- ◆ College of the Desert/Cooper Mountain
- ◆ University of Redlands

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Assemblers & Fabricators

Study of 1998

OES Code: 939560

15 Firms Responding

Representing 1221 Employees

DESCRIPTION

Assemblers and Fabricators in this category assemble and/or fit together parts to form complete units or subassemblies at a bench, conveyor line, or on the floor. Their work may involve the use of hand tools, power tools, and special equipment in order to carry out fitting and assembly operations. Includes assemblers whose duties are of a non-precision nature. Please do not include electrical, electronic, machine, and precision assemblers, and workers who perform specialized operations exclusively as a part of assembly operations, such as riveting, welding, soldering, machining, or sawing.

ALTERNATE TITLE: Machine Operators

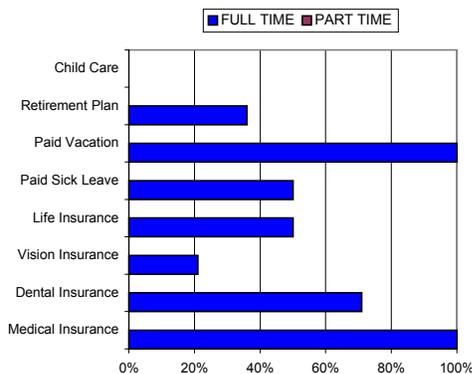
WAGES

*ALL EMPLOYERS COMBINED

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$5.75-\$10.75/u\$6.50-\$11.12	\$6.50/u\$9.50
New Hires, Experienced	\$6.50-\$11.00/u\$6.38-\$13.13	\$7.63/u\$11.00
Experienced, After 3 Years with Firm	\$8.00-\$18.00/u\$8.78-14.05	\$ 9.69/u\$12.45

*Union wages may be higher than non-union wages. Of the firms responding, 67% were non-union.

BENEFITS



RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Employee Referrals
- ◆ Newspaper Ads
- ◆ Private School Referrals

SUPPLY/DEMAND

Employees	Not Difficult	A Little Difficult	Somewhat Difficult	Very Difficult
Fully Experienced & Qualified	27%	27%	33%	13%
Inexperienced	33%	33%	7%	27%

Worker supply is somewhat larger than demand for both fully qualified experienced and inexperienced applicants. Applicants may experience competition in job seeking.

OTHER INFORMATION

Hours: Full-time 96%, Average of 40 hours per week
 Part-time 4%, Average of 32 hours per week
 Temp on-call 2%, Average of 40 hours per week
 Seasonal 1%, Average of 40 hours per week

In this occupation 77% of employees are male while 23% are female.

RELATED DOT CODES

DOT CODE	TITLE
706.687-010	Assembler, Production
669.364-010	Inspector Assembly
701.687-010	Assembler
714.684-10	Assembler, Production Line

WHERE THE JOBS ARE

Travel Trailers and Campers
 Lighting Equipment, NEC
 Metal Door Sash & Trim
 Occupational Outlook Handbook: N/A
 Occupational Guide (COG): N/A

SIC
 3792
 3648
 3442

SIZE AND TRENDS

Size of Occupation/6,350-8,670 Very Large

It is projected that during the 1995-2002 Period this occupation will experience a growth rate of 36.5% (Much Faster than Average). *Average growth rate between 1995-2002 of all nonagricultural occupations in San Bernardino County is 21.6%.*

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	13%	27%	60%
Projected Over the Next 2 Years	0%	60%	40%

Total employees hired the last 12 Months: 339

Resulting from:

- Replacement due to Promotions – 15%
- Replacements due to Employees leaving –19%
- New Positions – 37%
- Temporary Positions –29%

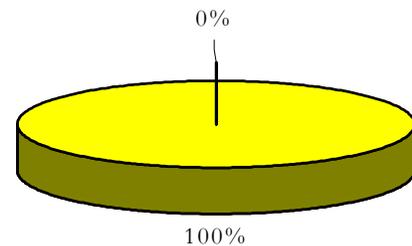
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training which may be required:
Mechanical/Power Tool Training, on the job training

	Always	Usually	Sometimes	Never
Work Experience Required	20%	33%	40%	7%
Training Accepted in Lieu of Experience	7%	20%	53%	20%

EDUCATION



100% High School/GED

SKILLS/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Ability to read and follow directions, Math skills
PERSONAL/OTHER QUALIFICATIONS	Clean police record, Ability to handle crisis situations, Works well with close supervision/independently
NEW SKILLS	Ability to pass a pre-employment medical/drug test

LOCAL TRAINING PROVIDERS

Upon completion of our research, no training provider was found in San Bernardino County
For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Automotive Mechanics

Study of 1998

OES Code: 853020

17 Firms Responding

Representing 159 Employees

DESCRIPTION

Automotive Mechanics adjust, repair, and overhaul automotive vehicles. They may be designed according to specialties, such as Brake Repairers, Transmission Mechanics, or Front-end Mechanics. Does not include Auto Body Repairers, bus and truck mechanics, Diesel Engine Specialists, and Electrical Systems Specialists.

ALTERNATE TITLE: Automotive Repair Technician, Mechanic, and Technician

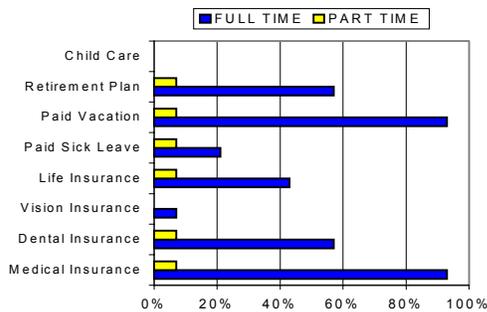
WAGES

*ALL EMPLOYERS COMBINED

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$5.75-\$20.00	\$8.50
New Hires, Experienced	\$8.00-\$25.00	\$15.00
Experienced, After 3 Years with Firm	\$9.00-\$34.52	\$19.00

Of the firms responding, 100% were non-union. Some Automotive Mechanics receive bonuses or commission.

BENEFITS



RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Newspaper Ads
- ◆ Employee Referrals
- ◆ In-House Promotion or Transfer

Other Full-Time Benefits: Profit Sharing. Other Part-Time Benefits: Holiday Pay.

SUPPLY/DEMAND

Employees	Not Difficult	A Little Difficult	Somewhat Difficult	Very Difficult
Fully Experienced & Qualified	12%	18%	35%	35%
Inexperienced	6%	25%	38%	31%

Employer demand is somewhat greater than the supply of qualified applicants for both fully qualified experienced and inexperienced applicants. Employers may have some difficulty finding qualified applicants at times.

OTHER INFORMATION

Hours: Full-time 98%, Average of 41 hours per week
Part-time 2%, Average of 30 hours per week

In this occupation 100% of employees are male.

RELATED DOT CODES

DOT CODE	TITLE
620.261-010	Automotive Mechanic
620.281-026	Brake Repairer
620.281-038	Front-end Mechanic
620.281-062	Transmission Mechanic
620.281-066	Tune-up Mechanic

WHERE THE JOBS ARE

	SIC
New & Used Car Dealers	5511
General Automotive Repair Shops	7538
Automotive & Home Supply Stores	5531

Occupational Outlook Handbook 1996-97 page 345. California Occupational Guide (COG): #24(1995)
Related COGs: Automobile Body Repair #68, Automobile Parts Counter Worker #237, Auto Service Advisers #240.

SIZE AND TRENDS

Size of Occupation/3,120-3,770 Large

It is projected that during the 1995-2002 Period this occupation will experience a growth rate of 20.8% (Average).
Average growth between 1995-2002 of all non-agricultural occupations in San Bernardino County is 21.6%.

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	11%	24%	65%
Projected Over the Next 2 Years	6%	31%	63%

Total employees hired the last 12 Months: 46

Resulting from:

Replacement due to Promotions – 7%
Replacements due to Employees leaving –45%
New Positions – 48%

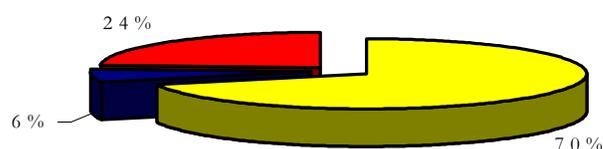
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training which may be required:
Tech School, ASE or other industry certification

	Always	Usually	Sometimes	Never
Work Experience Required	76%	24%	0%	0%
Training Accepted in Lieu of Experience	0%	0%	53%	41%

EDUCATION



70% High School/GED
24% Some College
6% Associates Degree

SKILLS/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Math and problem solving skills, Ability to write effectively
PERSONAL/OTHER QUALIFICATIONS	Good DMV driving record, Clean police record, Organizational skills.
COMPUTER SKILLS	Word Processing, Spreadsheet
NEW SKILLS	Electronic trouble shooting

LOCAL TRAINING PROVIDERS

- ◆ Apple Valley Regional Occupational Program (ROP)
- ◆ Baldy View ROP
- ◆ Barstow College
- ◆ Barstow Valley ROP
- ◆ Bear Valley ROP
- ◆ Career Colleges Of America
- ◆ Chaffey College
- ◆ Chaffey Union High Adult Education
- ◆ Institute of Automotive Technology
- ◆ Washington Adult School
- ◆ Lucerne Valley ROP
- ◆ Morongo ROP
- ◆ Needles ROP
- ◆ Rialto ROP
- ◆ RTP School
- ◆ San Bernardino County ROP
- ◆ Universal Training Center
- ◆ Victor Valley College
- ◆ Victor Valley ROP

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Cabinetmakers & Bench Carpenters

Study of 1998

OES Code: 893110

18 Firms Responding

Representing 631 Employees

DESCRIPTION

Cabinetmakers and Bench Carpenters cut, shape, and assemble wooden articles, such as store fixtures, office equipment, cabinets, and high-grade furniture. They set up and operate a variety of machines, such as power saws, jointers, mortises, tenoners, molders, and shape parts from wood stock.

ALTERNATE TITLE: Woodworkers, Cabinets Finishers, and Cabinet Millers

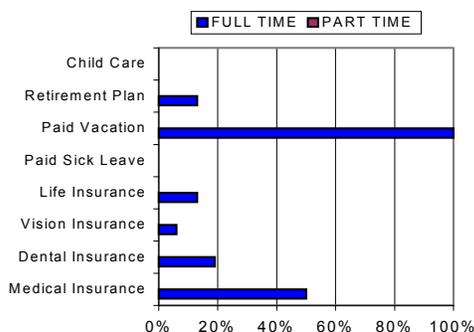
WAGES

*ALL EMPLOYERS COMBINED

EXPERIENCE	RANGE	MEDIAN
New Hires, Experience	\$5.75-\$8.00	\$6.00
New Hires, Experienced	\$5.75-\$10.00	\$8.00
Experienced, After 3 Years with Firm	\$6.50-\$17.50	\$10.00

Of the firms responding, 100% were non-union.

BENEFITS



RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Employee Referrals
- ◆ Newspaper Ads
- ◆ Hire Unsolicited Applicants

SUPPLY/DEMAND

Employees	Not Difficult	A Little Difficult	Somewhat Difficult	Very Difficult
Fully Experienced & Qualified	11%	22%	39%	28%
Inexperienced	17%	39%	33%	11%

Worker supply is somewhat larger than demand for *inexperienced* applicants. *Inexperienced* applicants may experience competition in job seeking. Employer demand is somewhat greater than the supply of qualified *experienced* applicants. Employers may have some difficulty finding *experienced* applicants.

OTHER INFORMATION

Hours: Full-time 98%, Average of 41 hours per week
Part-time 1%, Average of 25 hours per week
Temporary 1%, Average of 30 hours per week

In this occupation 95% of employees are male while 5% are female.

DOT CODE	RELATED DOT CODES	TITLE
660.280-010		Cabinetmaker (woodworking)

WHERE THE JOBS ARE

Wood Partitions & Fixtures
Wood Household Furniture
Wood Kitchen Cabinets

SIC
2541
2511
2434

Occupational Outlook Handbook page 436
California Occupational Guide (COG): #23(1995)
Related COGs: Carpenters # 169.

SIZE AND TRENDS

Size of Occupation/640-1,300 Medium

It is projected that during the 1995-2002 Period this occupation will experience a growth rate of 103.1% (Much Faster than Average). *Average growth rate between 1995-2002 of all nonagricultural occupations in San Bernardino County is 21.6%.*

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	6%	33%	61%
Projected Over the Next 2 Years	0	50%	50%

Total employees hired the last 12 Months: 202

Resulting from:

Replacement due to Promotions – 12%
Replacements due to Employees leaving –29%
New Positions – 55%
Temporary Positions –4%

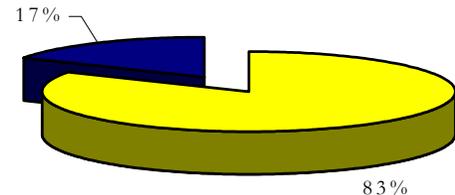
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training which may be required:
Woodworking classes

	Always	Usually	Sometimes	Never
Work Experience Required	33%	22%	45%	0%
Training Accepted in Lieu of Experience	11%	56%	28%	5%

EDUCATION



83% High School/GED
17% Less than High School

SKILLS/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Math and oral communication skills, Ability to read and follow directions
PERSONAL/OTHER QUALIFICATIONS	Ability to work independently, Work as a team, Repetitive work
COMPUTER SKILLS	Word Processing, Database
NEW SKILLS	Ability to pass a pre-employment drug test, Lifts at least 10 lbs.

LOCAL TRAINING PROVIDERS

- ◆ Baldy View ROP
- ◆ Bear Valley ROP
- ◆ Colton-Redlands-Yucaipa ROP
- ◆ San Bernardino County ROP
- ◆ Lucerne Valley ROP
- ◆ Morongo ROP
- ◆ Rim of the World ROP
- ◆ Needles ROP

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Carpenters

Study of 1998

OES Code: 871020

15 Firms Responding

Representing 672 Employees

DESCRIPTION

Carpenters perform the carpentry duties necessary to make or repair wooden structures, structural members, and fixtures and equipment using carpentry tools and woodworking machines. Does not include Cabinetmakers and Bench Carpenters.

ALTERNATE TITLE: Finish, Rough or Trim Carpenters, Truss Builders, Wood Finishers

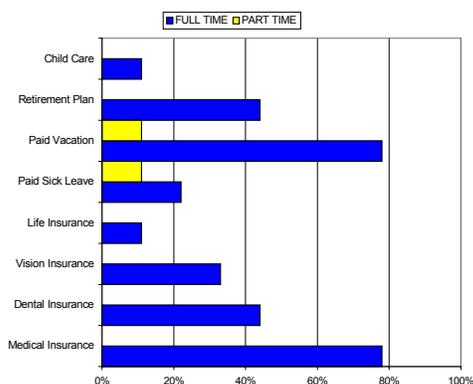
WAGES

*ALL EMPLOYERS COMBINED

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$5.75-\$15.00/u\$6.50-\$10.00	\$7.00/u\$10.00
New Hires, Experienced	\$7.00-\$15.00/u\$7.00-\$15.00	\$11.51/u\$15.00
Experienced, After 3 Years with Firm	\$7.21-\$20.00/u\$9.00-\$20.00	\$17.00/u20.00

*Union wages may be higher than non-union wages. Of the firms responding, 79% were non-union.

BENEFITS



RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Employee Referrals
- ◆ Newspaper Ads
- ◆ Hire Unsolicited Applicants

SUPPLY/DEMAND

Employees	Not Difficult	A Little Difficult	Somewhat Difficult	Very Difficult
Fully Experienced & Qualified	13%	13%	47%	27%
Inexperienced	33%	20%	40%	7%

Worker supply is somewhat larger than demand for qualified *inexperienced* applicants. *Inexperienced* applicants may experience competition in job seeking. Employer demand is somewhat greater than the supply of qualified *experienced* applicants. Employers may have some difficulty finding qualified *experienced* applicants at times.

OTHER INFORMATION

Hours: Full-time 85% Average of 42 hours per week
 Part-time 9%, Average of 26 hours per week
 Temporary 1%, Average of 23 hours per week
 Seasonal 5%, Average of 28 hours per week

In this occupation 99% of employees are male while 1% are female

WHERE THE JOBS ARE

Carpentry Work
 Single-Family Housing

SIC
 1751
 1521

RELATED DOT CODES

DOT CODE	TITLE
860.381-022	Carpenter
860.381-050	Joiner
860.361-010	Boat builder, Wood
860.281-010	Carpenter, Maintenance
860.381-026	Carpenter, Apprentice
860.381-042	Carpenter, Rough
Occupational Outlook Handbook page 377 (1996-97)	
California Occupational Guide (COG): #169(1995)	
Related COGs: Teacher, Trade and Technical #404, Cabinetmaker #23.	

SIZE AND TRENDS

Size of Occupation/2,730-3,740 Very Large

It is projected that during the 1995-2002 Period this occupation will experience a growth rate of 37% (Much Faster than Average). Average growth rate between 1995-2002 of all nonagricultural occupations in San Bernardino County is 21.6%.

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	13%	20%	67%
Projected Over the Next 2 Years	0	27%	73%

Total employees hired the last 12 Months: 205

Resulting from:

Replacement due to Promotions – 5%
 Replacements due to Employees leaving –24%
 New Positions – 48%
 Temporary Positions –23%

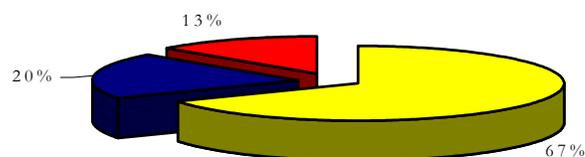
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training, which may substitute for:
 On the job training, Apprentices Program

	Always	Usually	Some-times	Never
Work Experience Required	13%	80%	7%	0
Training Accepted in Lieu of Experience	0	27%	53%	20%

EDUCATION



67% High School/GED
 20% Less than High School
 13% At least some college

SKILLS/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Math and problem solving skills, Ability to administer first aid
PERSONAL/OTHER QUALIFICATIONS	Ability to work independently, Work as a team, Repetitive work, Ability to handle crisis situations
NEW SKILLS	Ability to pass a pre-employment drug test, Lift at least 50 lbs. repeatedly, Stand continuously for 2 or more hours

LOCAL TRAINING PROVIDERS

◆ Inland Empire Job Corps Center

◆ Victor Valley College

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Dispatcher- (except Police)

Study of 1998

OES Code: 580050

16 Firms Responding

Representing 77 Employees

DESCRIPTION

Dispatcher schedule and dispatch workers, work crews, equipment, or service vehicles for conveyance of materials, freight, or passengers of for normal installation, service, or emergency repairs rendered outside the place of business. Their duties may include use of radio/telephone to transmit assignments and compile statistics and reports on the progress of work. Does not include Police, Fire, and Ambulance Dispatchers.

ALTERNATE TITLE: Dispatcher

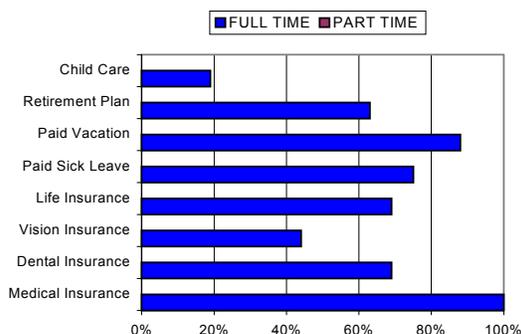
WAGES

*ALL EMPLOYERS COMBINED

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$5.75-\$11.51	\$8.38
New Hires, Experienced	\$6.00-\$14.44	\$10.00
Experienced, After 3 Years with Firm	\$8.00-\$23.01	\$13.63

Of the firms responding, 100% were non-union.

BENEFITS



Other Part-time Benefits: Employee Stock Purchase

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Employee Referrals
- ◆ In house promotion or Transfer
- ◆ Newspaper Ads

SUPPLY/DEMAND

Employees	Not Difficult	A Little Difficult	Somewhat Difficult	Very Difficult
Fully Experienced & Qualified	13%	31%	38%	19%
Inexperienced	6%	25%	38%	31%

Employer demand is somewhat greater than the supply for both fully qualified experienced and inexperienced applicants. Employers may have some difficulty finding qualified applicants at times.

OTHER INFORMATION

Hours: Full-time 98%, Average of 46 hours per week
Part-time 2%, Average of 17 hours per week
Temporary 1%, Average of 15 hours per week

In this occupation 70% of employees are male while 30% are female.

RELATED DOT CODES

DOT CODE	TITLE
239.367-014	Dispatcher
239.367-022	Receiver-Dispatcher
249.367-070	Routing Clerk
239.367-014	Dispatcher-Maintenance Service

WHERE THE JOBS ARE

	SIC
Local trucking without storage	4212
Local Government	9030
Trucking, Except Local	4213
Occupational Outlook Handbook 1996-97 page 273	
California Occupational Guide (COG): N/A	
Related COGs: N/A	

SIZE AND TRENDS

Size of Occupation/720-960 Medium

It is projected that during the 1995-2002 Period this occupation will experience a growth rate of 33.3% (Much Faster than Average). *Average growth rate between 1995-2002 of all nonagricultural occupations in San Bernardino County is 21.6%.*

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	0%	81%	19%
Projected Over the Next 2 Years	0%	69%	31%

Total employees hired the last 12 Months: 14

Resulting from:

Replacement due to Promotions – 29%
Replacements due to Employees leaving –42%
New Positions – 29%

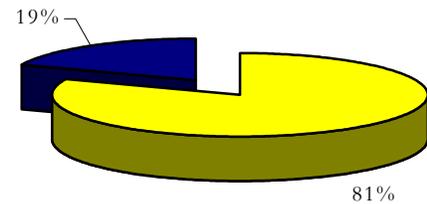
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training which may be required: Clerical, security, trucking, and customer service experience

	Always	Usually	Sometimes	Never
Work Experience Required	31%	31%	25%	13%
Training Accepted in Lieu of Experience	13%	19%	56%	13%

EDUCATION



81% High School/GED
19% Some College

SKILLS/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Data entry and Ability to operate office machines, Oral communication, Telephone and problem solving skills
PERSONAL/OTHER QUALIFICATIONS	Ability to work with others or independently, Ability to handle a crisis situation
COMPUTER SKILLS	Word Processing, Database, Spreadsheet, Windows
NEW SKILLS	Willingness to work weekends, Overtime

LOCAL TRAINING PROVIDERS

- ◆ BMR Training Centers
- ◆ Summit Career Center

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Electrical & Electronic Assemblers

Study of 1998

OES Code: 939050

15 Firms Responding

Representing 463 Employees

DESCRIPTION

Electrical and Electronic Assemblers include assemblers who perform work at a level not requiring a high degree of precision. The occupation includes such occupations as Electronic Wires, Armature Connectors, Electric Motor Winders, Skein Winders, Carbon Brush Assemblers, Battery and Battery Parts Assemblers, Electric Sign Assemblers and Electrical and Electronic Sub assemblers.

ALTERNATE TITLE: Assemblers, Production Workers/Assemblers

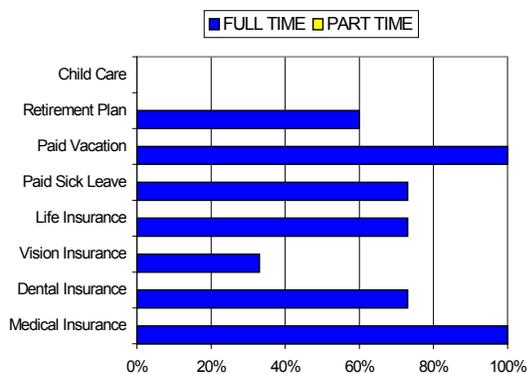
WAGES

*ALL EMPLOYERS COMBINED

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$5.75-\$16.49	\$6.25
New Hires, Experienced	\$5.75-\$16.49	\$8.00
Experienced, After 3 Years with Firm	\$5.75-\$18.43	\$10.00

*Union wages may be higher than non-union wages. Of the firms responding, 93% were non-union, 7% were union.

BENEFITS



RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Employee Referrals
- ◆ Private Employment Agencies
- ◆ Newspaper Ads

SUPPLY/DEMAND

Employees	Not Difficult	A Little Difficult	Somewhat Difficult	Very Difficult
Fully Experienced & Qualified	6%	36%	29%	29%
Inexperienced	7%	33%	20%	40%

Employer demand is somewhat greater than the supply for both fully qualified experienced and inexperienced applicants. Employers may have some difficulty finding qualified applicants at times.

OTHER INFORMATION

Hours: Full-time 97%, Average of 41 hours per week
 Part-time 3%, Average of 24 hours per week
 Temporary 1%, Average of 30 hours per week
 Part-time 1%, Average of 40 hours per week

In this occupation 59% of employees are female while 41% are male.

RELATED DOT CODES

DOT CODE	TITLE
729.384-026	Electrical Assembler
726.684-018	Electronics Assembler
729.684-026	Electrical-Control Assembler,
729.384-010	Assembler, Electrical Accessories

WHERE THE JOBS ARE

	SIC
Electric Lamps	3641
Electronic Components, NEC	3679
Refrigeration & Heating Equipment	3585

Occupational Outlook Handbook: N/A
 California Occupational Guide (COG): N/A
 Related COGs: Electrical & Electronics Engineering Tech #60

SIZE AND TRENDS

Size of Occupation/400-800 Small

It is projected that during the 1995-2002 Period this occupation will experience a growth rate of 20% (Average). *Average growth rate between 1995-2002 of all nonagricultural occupations in San Bernardino County is 21.6%*

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	7%	33%	60%
Projected Over the Next 2 Years	0%	40%	60%

Total employees hired the last 12 Months: 56

Resulting from:

Replacement due to Promotions – 21%
Replacements due to Employees leaving –16%
New Positions – 54%
Temporary Positions –9%

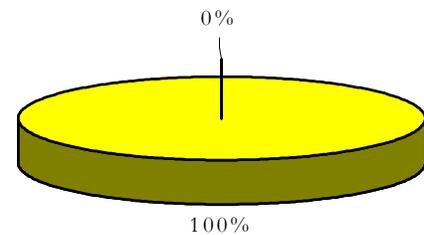
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training which may be required: Sales, customer relations/service orientations, class A Driver's license

	Always	Usually	Sometimes	Never
Work Experience Required	40%	27%	30%	13%
Training Accepted in Lieu of Experience	0%	27%	33%	40%

EDUCATION



100% High School/GED

SKILLS/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Problem solving skills
PERSONAL/OTHER QUALIFICATIONS	Ability to perform routine, Repetitive work
NEW SKILLS	Willingness to work nights, Weekends, Overtime

LOCAL TRAINING PROVIDERS

- ◆ Addison Career Institute
- ◆ Career Colleges of America
- ◆ ITT Technical Institute
- ◆ Lucerne Valley ROP
- ◆ Morongo ROP
- ◆ San Bernardino County ROP
- ◆ Victor Valley College

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Firefighters

Study of 1998

OES Code: 630080

7 Firms Responding

Representing 1131 Employees

DESCRIPTION

Firefighters control and extinguish fires, protect life and property, and maintain equipment as paid volunteers or employees of a city, township, State, or Federal government.

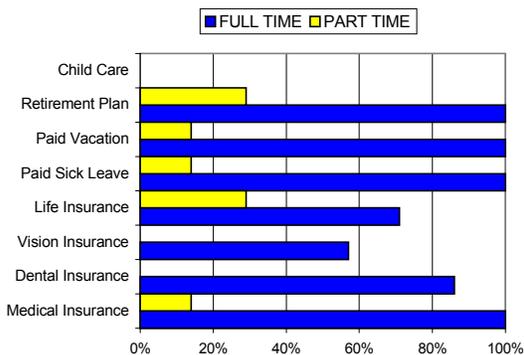
ALTERNATE TITLE: Forestry Technician, Engineer

WAGES

*ALL EMPLOYERS COMBINED

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$8.36-\$14.91	\$12.50
New Hires, Experienced	\$10.58-\$14.91	\$12.52
Experienced, After 3 Years with Firm	\$11.84-\$18.45	\$15.22

BENEFITS



RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Newspaper Ads
- ◆ Job Flyer/Agency Announcement
- ◆ In-house promotion or transfer

SUPPLY/DEMAND

Employees	Not Difficult	A Little Difficult	Somewhat Difficult	Very Difficult
Fully Experienced & Qualified	71%	0%	29%	0%
Inexperienced	43%	29%	14%	14%

Worker supply is somewhat larger than the demand for both fully qualified experienced and inexperienced applicants. Applicants may experience competition in job seeking.

OTHER INFORMATION

Hours: Full-time 32%, Average of 55 hours per week
 Temp on call 61%, (hours vary)
 Seasonal 7%, Average of 68 hours per week (Most firefighters work 24-hour shifts and rotate days off per week.)

In this occupation 95% of employees are male, while 5% are female.

DOT CODE	RELATED DOT CODES TITLE
373.364-010	Firefighter
452.687-014	Forest Firefighter
373.663.010	Firefighter, Crash, Fire and Rescue

WHERE THE JOBS ARE

	SIC
Federal Government	9010
Local Government	9030

Occupational Outlook Handbook 1996-97 page 229.
 California Occupational Guide (COG): #241 (1995)
 Related COGs: Foresters #202, Law Enforcement Occupations #457.

SIZE AND TRENDS

Size of Occupation/1,620-1,930 Large

It is projected that during the 1995-2002 Period this occupation will experience a growth rate of 19.1% (Slower than Average). Average growth rate between 1995-2002 of all nonagricultural occupations in San Bernardino County is 21.6%.

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	14%	72%	14%
Projected Over the Next 2 Years	14%	57%	29%

Total employees hired the last 12 Months: 165

Resulting from:

Replacement due to Promotions –15%
 Replacements due to Employees leaving –8%
 New Positions – 1%
 Temporary Positions –76%

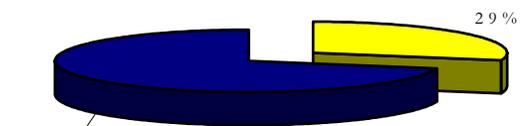
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training which may be required: Fire Fighters Academy/Paramedic Training

	Always	Usually	Sometimes	Never
Work Experience Required	0%	57%	29%	14%
Training Accepted in Lieu of Experience	14%	43%	29%	14%

EDUCATION



29% High School/GED
 71% Some College

SKILLS/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Ability to handle crisis situations, Able to administer CPR, Emergency first aid
PERSONAL/OTHER QUALIFICATIONS	Organized skills, Ability to handle crisis situations, Works with others, Ability to lift 50 lbs. repeatedly, Ability to pass pre-employment medical exam
COMPUTER SKILLS	Word Processing, Database
NEW SKILLS	Willingness to work nights, Weekends, Overtime

LOCAL TRAINING PROVIDERS

- ◆ Baldy View ROP
- ◆ Barstow College
- ◆ Victor Valley College
- ◆ Crafton Hills College
- ◆ San Bernardino Valley College

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

General Office Clerks

Study of 1998

OES Code: 553470

15 Firms Responding

Representing 390 Employees

DESCRIPTION

General Office Clerks performs a wide variety of tasks. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of bookkeeping, typing, stenography office machine operations, and filing. Does not include workers whose duties are narrowly described.

ALTERNATE TITLE: Office Assistant, Clerk, and Typist

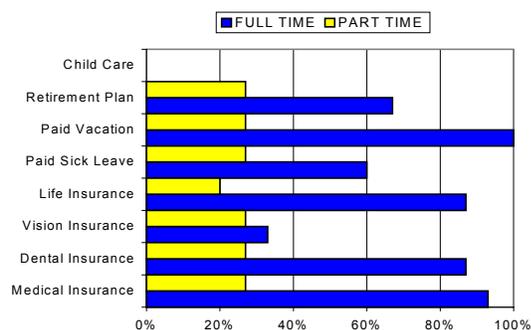
WAGES

*ALL EMPLOYERS COMBINED

EXPERIENCE	RANGE	MEDIAN
New Hires, Experience	\$6.00-\$10.50/u\$9.89-\$10.61	\$7.00/u\$10.17
New Hires, Experienced	\$9.89-\$13.25/u\$9.89-\$11.74	\$8.00/u\$10.47
Experienced, After 3 Years with Firm	\$7.50-\$16.00/u\$11.44-\$12.74	\$9.36/u\$12.05

*Union wages may be higher than non-union wages. Of the firms responding, 69% were non-union, 31% were union.

BENEFITS



Other Full-time Benefits: IRA Available.

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ In-house promotion or transfer
- ◆ Employee Referrals
- ◆ Newspaper Ads

SUPPLY/DEMAND

Employees	Not Difficult	A Little Difficult	Somewhat Difficult	Very Difficult
Fully Experienced & Qualified	33%	33%	14%	20%
Inexperienced	29%	29%	21%	21%

Worker supply is somewhat larger than demand for both fully qualified experienced and inexperienced applicants. Applicants may experience competition in job seeking.

OTHER INFORMATION

Hours: Full-time 82% Average of 40 hours per week
 Part-time 18% Average of 28 hours per week
In this occupation 99% of the employees are female, while 1% is male.

RELATED DOT CODES

DOT CODE	TITLE
209.562-010	Clerk, General Office
209.362-030	Congressional-District Aide
219.362-010	Administrative Clerk
375.362-010	Police Clerk

WHERE THE JOBS ARE

Location	SIC
Elementary & Secondary Schools	8211
Local Government	9030
General Medical & Surgical Hospital	8062
Department Stores	5311

Occupational Outlook Handbook 1996-97 page 264
 . California Occupational Guide (COG): #295 (1995)
 Related COGs: Typist & Word Processing Technicians #20, Receptionist #21, File Clerks #261, and Ward Clerks #528.

SIZE AND TRENDS

Size of Occupation/12,540-14,370 Very Large

It is projected that during the 1995-2002 Period this occupation will experience a growth rate of 14.6% (Slower than Average). *Average growth rate between 1995-2002 of all nonagricultural occupations in San Bernardino County is 21.6%.*

Total employees hired the last 12 Months: 125

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	0%	50%	50%
Projected Over the Next 2 Years	0%	53%	47%

Resulting from:

- Replacement due to Promotions –25%
- Replacements due to Employees leaving –26%
- New Positions – 25%
- Temporary Positions –24%

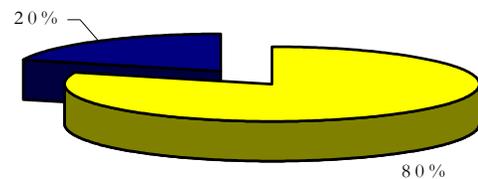
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training which may be required: Personal Computing, Private Vocational School

	Always	Usually	Sometimes	Never
Work Experience Required	33%	40%	27%	0%
Training Accepted in Lieu of Experience	0%	13%	60%	27%

EDUCATION



80% High School /GED
20% Some College

SKILLS/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Alphabetic and numeric filing, Ability to type at least 45 words per minute, Data entry skills
PERSONAL/OTHER QUALIFICATIONS	Ability to work as part of a team, willingness to work with close supervision/independently, repetitive work
COMPUTER SKILLS	Word Processing, Data Base, Spreadsheet, Desktop Publishing

LOCAL TRAINING PROVIDERS

- ◆ Academy of Computer Technology
- ◆ Barstow Unified
- ◆ Chaffey Union High Adult Education
- ◆ Chino Unified Adult Education
- ◆ Friendly Computer Networks Inc.
- ◆ Inland Empire Jobs Corps Center
- ◆ Victor Valley College
- ◆ Yucaipa-Calimesa Joint Unified Adult School
- ◆ Premier Training Centers
- ◆ Professional Career Institute
- ◆ Redlands Unified Adult Education
- ◆ RTP School
- ◆ San Bernardino Adult Education
- ◆ San Bernardino County ROP
- ◆ Washington Adult School

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Hand Packers & Packagers

Study of 1998

OES Code: 989020

15 Firms Responding

Representing 3324 Employees

DESCRIPTION

Hand packers and Packagers pack or package by hand a wide variety of products and materials. Does not include workers whose jobs require more than minimum training.

ALTERNATE TITLE: Crew Person, Shipping & Receiving Clerk

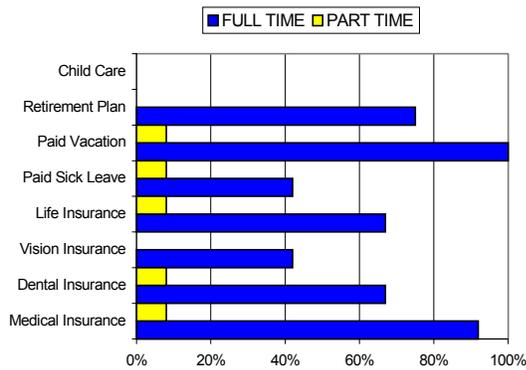
WAGES

*ALL EMPLOYERS COMBINED

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$5.75-\$8.00	\$6.00
New Hires, Experienced	\$5.75-\$10.00	\$6.10
Experienced, After 3 Years with Firm	\$5.75-\$15.00	\$9.00

Of the firms responding, 100% were non-union.

BENEFITS



RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Employee Referrals
- ◆ Newspaper Ads
- ◆ Private Employment Agencies

SUPPLY/DEMAND

Employees	Not Difficult	A Little Difficult	Somewhat Difficult	Very Difficult
Fully Experienced & Qualified	40%	13%	27%	20%
Inexperienced	60%	20%	13%	7%

Worker supply is somewhat larger than the demand for both fully qualified experienced and inexperienced applicants. Applicants may experience competition in job seeking.

OTHER INFORMATION

Hours: Full-time 90% Average of 41 hours per week
 Part-time 4% Average of 22 hours per week
 Temporary 4% Average of 40 hours per week
 Seasonal 1% Average of 33 hours per week

In this occupation 51% of employees are male while 49% are female.

RELATED DOT CODES

DOT CODE	TITLE
920.587-018	Packer, Hand
920.687-130	Packer
929.684-010	Packer

WHERE THE JOBS ARE

Grocery Stores
 Help Supply Services

SIC
 5411
 7363

Occupational Outlook Handbook: N/A
 California Occupational Guide (COG): N/A
 Related COGs: N/A

SIZE AND TRENDS

Size of Occupation/3,720-4,340 Very Large

It is projected that during the 1995-2002 Period this occupation will experience a growth rate of 16.7% (Slower than Average). *Average growth rate between 1995-2002 of all nonagricultural occupations in San Bernardino County is 21.6%.*

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	7%	33%	60%
Projected Over the Next 2 Years	7%	13%	80%

Total employees hired the last 12 Months: 963

Resulting from:

- Replacement due to Promotions –20%
- Replacements due to Employees leaving –36%
- New Positions – 40%
- Temporary Positions –4%

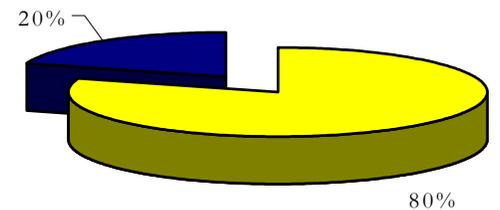
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training which may be required. Quality Control, Class 1 Drive.

	Always	Usually	Sometimes	Never
Work Experience Required	0%	7%	40%	53%
Training Accepted in Lieu of Experience	33%	13%	47%	7%

EDUCATION



80% High School/GED

20% Associate Degree

SKILLS/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Follow directions
PERSONAL/OTHER QUALIFICATIONS	Ability to work as part of a team, willingness to work with close supervision/independently, Repetitive work
COMPUTER SKILLS	Word Processing, Data Base, Spreadsheet
NEW SKILLS	Willingness to work Overtime, Pass pre-employment drug test

LOCAL TRAINING PROVIDERS

Upon completion of our research, no training provider was found in San Bernardino County.

For Additional Training Information visit: <http://sti.soicc.ca.gov/s>

Heating, Air Conditioning & Refrigeration Mechanics

Study of 1998

OES Code: 859020

15 Firms Responding

Representing 212 Employees

DESCRIPTION

Heating, Air Conditioning, and Refrigeration Mechanics and Installer install and repair heating, air conditioning, and refrigeration systems. Their duties may include installation and repair of oil burners, hot-air furnaces, heating stoves, and similar equipment in homes and commercial establishments using hand and pipe threading tools. They may also install and repair cooling and central air conditioning system. Does not include workers who do only plumbing and pipefitting work.

ALTERNATE TITLE: HVAC Installers, Service Technicians

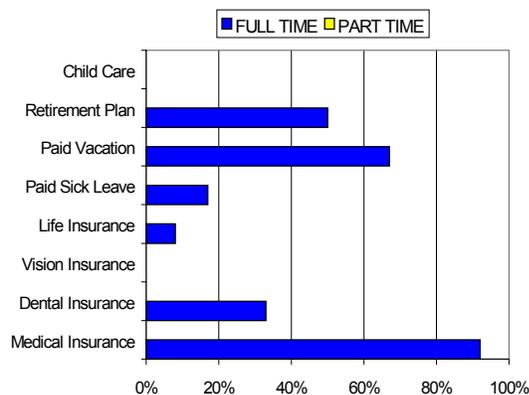
WAGES

*ALL EMPLOYERS COMBINED

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$5.75-\$10.00	\$6.00
New Hires, Experienced	\$7.00-\$20.00	\$11.00
Experienced, After 3 Years with Firm	\$14.00-\$28.00	\$16.00

*Union wages may be higher than non-union wages. Of the firms responding, 93% were non-union. 7% were union.

BENEFITS



RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Employee Referrals
- ◆ Newspaper Ads
- ◆ Hire unsolicited applicants

OTHER INFORMATION

Hours: Full-time 92%, Average of 41 hours per week
 Part-time 3%, Average of 19 hours per week
 Temporary 4%, Average of 30 hours per week
 Seasonal 1%, Average of 40 hours per week

In this occupation 98% are male while 2% are female.

RELATED DOT CODES

DOT CODE	TITLE
637.261-014	Heating and Air Conditioning Installer-Servicer
637.261-026	Refrigeration Mechanic

WHERE THE JOBS ARE

	SIC
Plumbing, Heating and Air Conditioner	1711
Refrigeration Services and Repair	7626
Federal Government	9010

Occupational Outlook Handbook: page 360 (1996-97)
 California Occupational Guide (COG): #32 (1994)
 Related COGs: Sheet Metal Worker #49, Plumber #173,
 Stationary Engineer #234

SUPPLY/DEMAND

Employees	Not Difficult	A Little Difficult	Somewhat Difficult	Very Difficult
Fully Experienced & Qualified	7%	20%	7%	66%
Inexperienced	6%	27%	40%	27%

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may have some difficulty finding qualified applicants at times. Worker supply is somewhat larger than the demand for inexperienced applicants, and inexperienced applicants may experience competition in job seeking.

SIZE AND TRENDS

Size of Occupation/370-510 Small

It is projected that during the 1995-2002 Period this occupation will experience a growth rate of 37.8% (Much Faster than Average). *Average growth rate between 1995-2002 of all nonagricultural occupations in San Bernardino County is 21.6%.*

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	13%	20%	67%
Projected Over the Next 2 Years	7%	73%	20%

Total employees hired the last 12 Months: 43

Resulting from:

- Replacement due to Promotions –9%
- Replacements due to Employees leaving –40%
- New Positions – 47%
- Temporary Positions –4%

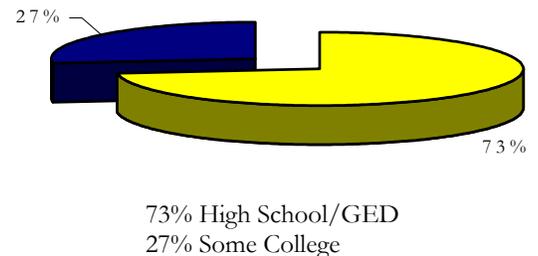
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training which may be required: EPA Certification, HVAC Certification, and Apprenticeship

	Always	Usually	Sometimes	Never
Work Experience Required	20%	80%	0%	0%
Training Accepted in Lieu of Experience	0%	0%	67%	33%

EDUCATION



SKILLS/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Math, Oral communication skills
PERSONAL/OTHER QUALIFICATIONS	Ability to work as part of a team, Willingness to work with close supervision, A good DMV driving record
COMPUTER SKILLS	Word Processing, Data Base, Spreadsheet, Energy Control Software
NEW SKILLS	Handle crisis situations, clean police record

LOCAL TRAINING PROVIDERS

- ◆ Chaffey Union High Adult Education
- ◆ Colton-Redlands-Yucaipa ROP
- ◆ North American Heating & Air Conditioning Training Center

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Host, Hostess

Study of 1998

OES Code: 650020

15 Firms Responding

Representing 192 Employees

DESCRIPTION

Host and Hostesses- Restaurant, Lounge or Coffee Shop, welcome patrons, seat them at tables or in lounge, and insure quality of facilities and service.

ALTERNATE TITLE: Food Handler, Greeter

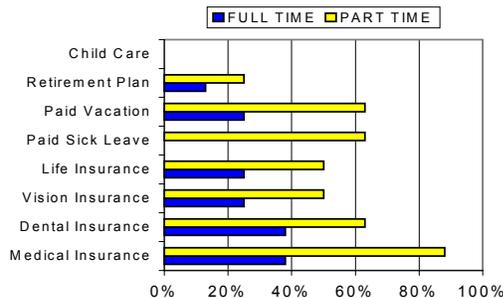
WAGES

*ALL EMPLOYERS COMBINED

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$5.75-\$5.75	\$5.75
New Hires, Experienced	\$5.75-\$6.25	\$5.75
Experienced, After 3 Years with Firm	\$5.75-\$7.50	\$5.75

Of the firms responding, 100% were non-union.

BENEFITS



RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Employee Referrals
- ◆ Hire unsolicited applicants
- ◆ In-house or program referrals

Almost all employers hire part-time. Other Full-Time/Part-Time Benefits: 401K

SUPPLY/DEMAND

Employees	Not Difficult	A Little Difficult	Somewhat Difficult	Very Difficult
Fully Experienced & Qualified	47%	27%	27%	0%
Inexperienced	27%	33%	40%	0%

Worker supply is somewhat larger than demand for both fully qualified experienced and inexperienced applicants. Applicants may experience competition in job seeking.

OTHER INFORMATION

Hours: Full-time 36%, Average of 38 hours per week
Part-time 64%, Average of 21 hours per week

In this occupation 71% of employees are female while 29% are male.

RELATED DOT CODES

DOT CODE	TITLE
310.137-010	Host/Hostess Restaurant

WHERE THE JOBS ARE

Eating Places

SIC
5812

Occupational Outlook Handbook: page 311
California Occupational Guide (COG): #500 (1995)
Related COGs: Waiters/Waitress #42, Flight Attendants #79, Dining Room Attendants (Bus Persons) #523.

SIZE AND TRENDS

Size of Occupation/800-930 Medium

It is projected that during the 1995-2002 Period this occupation will experience a growth rate of 16.2% (Slower than Average). *Average growth rate between 1995-2002 of all nonagricultural occupations in San Bernardino County is 21.6%.*

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	0%	73%	27%
Projected Over the Next 2 Years	0%	60%	40%

Total employees hired the last 12 Months: 103

Resulting from:

Replacement due to Promotions –45%
 Replacements due to Employees leaving –45%
 New Positions – 8%
 Temporary Positions –2%

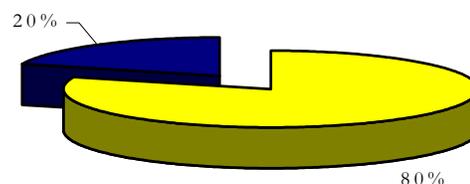
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training which may be required: ROP, customer service

	Always	Usually	Sometimes	Never
Work Experience Required	0%	7%	33%	60%
Training Accepted in Lieu of Experience	7%	47%	40%	7%

EDUCATION



80% High School/GED
 20% Less than High School

SKILLS/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Oral communication skills, Phone skills
PERSONAL/OTHER QUALIFICATIONS	Ability to work as part of a team, Ability to perform routine, repetitive work
COMPUTER SKILLS	Word Processing, Screen Touch Terminal
NEW SKILLS	Willingness to work weekends, Holidays

LOCAL TRAINING PROVIDERS

- ◆ ASA Learning Center

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Hotel Desk Clerks

Study of 1998

OES Code: 538080

17 Firms Responding

Representing 111 Employees

DESCRIPTION

Hotel Desk Clerks accommodate hotel patrons by registering and assigning rooms to guests, issuing room keys, transmitting and receiving messages, keeping records of rooms occupied and guest's accounts, making and confirming reservations, and presenting statements to and collecting payments from departing guests.

ALTERNATE TITLE: Desk Clerk, Front Desk Clerk, Guest Service Representative

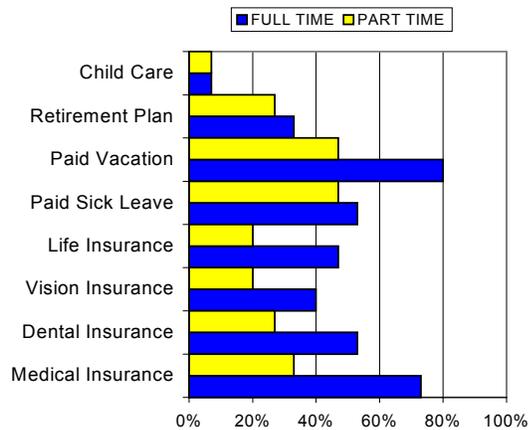
WAGES

*ALL EMPLOYERS COMBINED

EXPERIENCE	RANGE	MEDIAN
New Hires, Experience	\$5.75-\$7.00	\$6.00
New Hires, Experienced	\$5.75-\$7.00	\$6.30
Experienced, After 3 Years with Firm	\$5.75-\$10.50	\$7.25

*Union wages may be higher than non-union wages. Of the firms responding, 100% were non-union.

BENEFITS



RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Newspaper Ads
- ◆ Employee Referrals
- ◆ In-house program referrals

SUPPLY/DEMAND

Employees	Not Difficult	A Little Difficult	Some-What Difficult	Very Difficult
Fully Experienced & Qualified	12%	12%	47%	29%
Inexperienced	12%	29%	47%	12%

Employer demand is somewhat greater than supply for both fully qualified experienced and inexperienced applicants. Employers may have some difficulty finding qualified applicants at times.

OTHER INFORMATION

Hours: Full-time 66%, Average of 40 hours per week
 Part-time 29%, Average of 26 hours per week
 Temporary 1%, Average of 16 hours per week

In this occupation 72% of employees are female while 28% are male.

DOT CODE	RELATED DOT CODES	TITLE
238.367-038		Hotel Clerk

WHERE THE JOBS ARE

Hotels and Motels SIC
7011

Occupational Outlook Handbook: page 2367 (1996-97)
 California Occupational Guide (COG): #70 (1995)
 Related COGs: Hotel and Motel Managers #114, Apartment Managers #423

SIZE AND TRENDS

Size of Occupation/400-460 Medium

It is projected that during the 1995-2002 Period this occupation will experience a growth rate of 15% (Slower than Average). *Average growth rate between 1995-2002 of all nonagricultural occupations in San Bernardino County is 21.6%.*

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	6%	59%	35%
Projected Over the Next 2 Years	6%	59%	35%

Total employees hired the last 12 Months: 56

Resulting from:

Replacement due to Promotions –9%
Replacements due to Employees leaving –75%
New Positions – 13%
Temporary Positions –3%

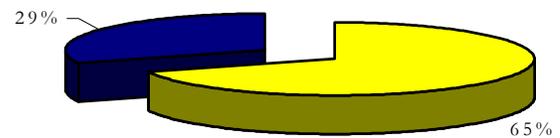
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training which may be required: Customer Service, Basic Office Skills

	Always	Usually	Sometimes	Never
Work Experience Required	5%	24%	47%	24%
Training Accepted in Lieu of Experience	18%	24%	53%	5%

EDUCATION



65% High School/GED 29% Some College

SKILLS/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Math and Oral communication skills, Phone skills
PERSONAL/OTHER QUALIFICATIONS	Ability to work as part of a team, Ability to handle crisis situations
COMPUTER SKILLS	Word Processing, Data Base, Spreadsheet, Keyboarding
NEW SKILLS	Willingness to work weekends, Holidays

LOCAL TRAINING PROVIDERS

- ◆ Colton-Redlands-Yucaipa ROP

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Licensed Vocational Nurse

Study of 1998

OES Code: 325050

16 Firms Responding

Representing 522 Employees

DESCRIPTION

Licensed Vocational Nurses care for ill, injured, convalescent, and handicapped persons in hospitals, clinics, private homes, sanitariums, and similar institutions.

ALTERNATE TITLE: Charge Nurse, Staff Nurse

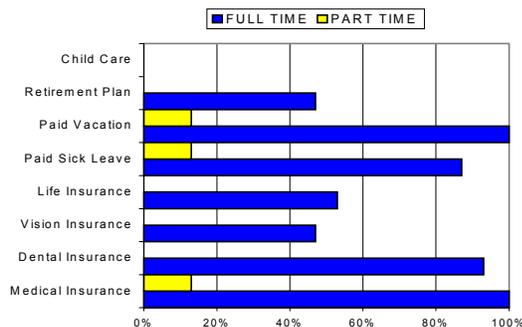
WAGES

*ALL EMPLOYERS COMBINED

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$8.00-\$13.00	\$11.00
New Hires, Experienced	\$10.71-\$14.50	\$12.50
Experienced, After 3 Years with Firm	\$13.00-\$16.00	\$14.00

*Union wages may be higher than non-union wages. Of the firms responding, 81% were non-union, 19% were union.

BENEFITS



RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Newspaper Ads
- ◆ In-house or program referrals
- ◆ Hire Unsolicited Applicants

Other Full-time/Part-time Benefits: Deferred Compensation and Dependent Care Assistance

SUPPLY/DEMAND

Employees	Not Difficult	A Little Difficult	Somewhat Difficult	Very Difficult
Fully Experienced & Qualified	25%	25%	38%	13%
Inexperienced	7%	27%	33%	33%

Worker supply is somewhat larger than demand for fully qualified experienced applicants. Experienced applicants may experience competition in job seeking. Employer demand is somewhat greater than the supply of qualified inexperienced applicants. Employers may have some difficulty finding qualified inexperienced applicants at times.

OTHER INFORMATION

Hours: Full-time 46%, Average of 40 hours per week
 Part-time 9%, Average of 23 hours per week
 Temporary 45%, Average of 19 hours per week

In this occupation 93% of all employees are female while 7% are male.

RELATED DOT CODES

DOT CODE	TITLE
079.374-014	Nurse, Licensed Practical

WHERE THE JOBS ARE

	SIC
Skilled Nursing Care Facilities	8051
Offices and Clinics of Medical Doctors	8011
General Medical and Surgical Hospital	8062

Occupational Outlook Handbook: page 208 (1996-97)
 .California Occupational Guide (COG): #313 (1995)
 Related COGs: Registered Nurses and Nurse Practitioners #29,
 Physical Therapists #117, Nurse Aides/Nurse Assistants #442,
 Physical Therapy Aides & Assistants # 451, Respiratory Therapists
 #454, Physician Assistants #508, Radiation Therapy Technologists
 #535.

SIZE AND TRENDS

Size of Occupation/1,930-2,300 Large

It is projected that during the 1995-2002 Period this occupation will experience a growth rate of 19.2% (Slower than Average). *Average growth rate between 1995-2002 of all nonagricultural occupations in San Bernardino County is 21.6%.*

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	6%	69%	25%
Projected Over the Next 2 Years	0%	75%	25%

Total employees hired the last 12 Months: 292

Resulting from:

Replacement due to Promotions –4%
 Replacements due to Employees leaving –21%
 New Positions – 4%
 Temporary Positions –71%

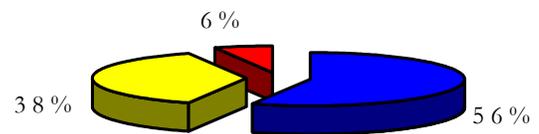
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training which may be required: State License

	Alwa ys	Usually	Some- times	Never
Work Experience Required	38%	56%	6%	0%
Training Accepted in Lieu of Experience	6%	0%	50%	44%

EDUCATION



56% Some College
 38% Associates Degree
 6% Bachelor's Degree

SKILLS/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Math and problem solving skills, Ability to perform CPR
PERSONAL/OTHER QUALIFICATIONS	Ability to work as part of a team, Organizational skills, Able to handle crisis situations, Clean police record
COMPUTER SKILLS	Word Processing, Data Base, Spreadsheet, Health Care Software
NEW SKILLS	Pre-employment medical and drug testing, Willingness to work weekends, Holidays, Nights

LOCAL TRAINING PROVIDERS

- ◆ College of the Desert/Cooper Mountain
- ◆ Victor Valley College

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Medical Assistants

Study of 1998

OES Code: 660050

15 Firms Responding

Representing 159 Employees

DESCRIPTION

Medical Assistants perform various duties under the direction of physicians in the examination and treatment of patients. They prepare treatment rooms, inventory supplies and instruments, and set up patients for attention of physicians, handing instruments and materials to physician as directed. They may schedule appointments, keep medical records, or perform other clerical duties.

ALTERNATE TITLE: Clinic Assistant, Back or Front Office

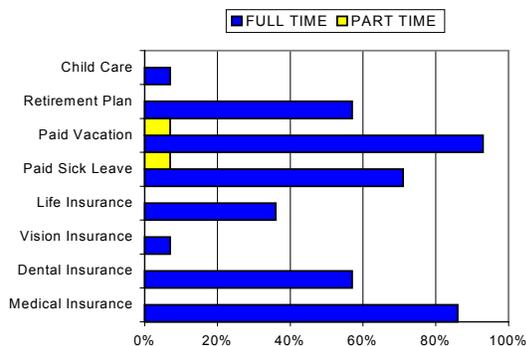
WAGES

*ALL EMPLOYERS COMBINED

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$5.75-\$8.27	\$6.50
New Hires, Experienced	\$6.50-\$10.00	\$7.50
Experienced, After 3 Years with Firm	\$7.00-\$15.00	\$8.80

* Union wages may be higher than non-union wages. Of the firms responding, 93% were non-union, 7% were union.

BENEFITS



Other Full-time Benefits: Long-Term Disability and Deferred Compensation

RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Employee Referrals
- ◆ Newspaper Ads
- ◆ Private School Referrals

SUPPLY/DEMAND

Employees	Not Difficult	A Little Difficult	Some-What Difficult	Very Difficult
Fully Experienced & Qualified	13%	33%	53%	0%
Inexperienced	13%	33%	53%	20%

Worker supply is somewhat larger than demand for both fully qualified experienced and inexperienced applicants. Applicants may experience competition in job seeking.

OTHER INFORMATION

Hours: Full-time 88%, Average of 40 hours per week
 Part-time 6%, Average of 25 hours per week
 Temporary 6%, Average of 20 hours per week

In this occupation 93% of employees are female while 7% are male.

RELATED DOT CODES

DOT CODE	TITLE
079.362-010	Medical Assistants
079.364-010	Chiropractor Assistant
079.374-018	Pediatric Assistant
079.374-010	Emergency Medical Technician

WHERE THE JOBS ARE

	SIC
Offices and Clinics of Medical Doctors	8011
Local Government	9030

Occupational Outlook Handbook: page 314 (1996-97)
 California Occupational Guide (COG): #513 (1995)
 Related COGs: Medical and Clinical Laboratory Technologist # 13, Dental Assistants #27, Veterinary Assistants #402, Hospital Admitting Officer/Admitting Clerks # 409, Physical Therapy Aides and Assistants # 451.

SIZE AND TRENDS

Size of Occupation/1,260-1,820 Large

It is projected that during the 1995-2002 Period this occupation will experience a growth rate of 44.4% (Much Faster than Average). *Average growth rate between 1995-2002 of all nonagricultural occupations in San Bernardino County is 21.6%.*

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	0%	60%	40%
Projected Over the Next 3 Years	7%	53%	40%

Resulting from:

Replacement due to Promotions –18%
 Replacements due to Employees leaving –38%
 New Positions – 35%
 Temporary Positions –9%

Total employees hired the last 12 Months: 40

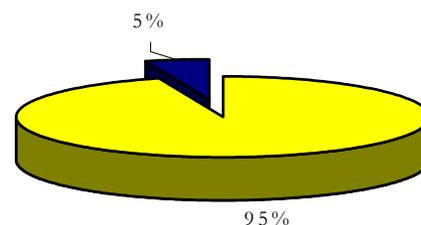
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training which may be required: Medical Assistant Certificate, Medical Assistant Program, Clerical, and Training in all back office skills

Training/ Experience	Always	Usually	Sometimes	Never
Work Experience Required	7%	33%	53%	7%
Training Accepted in Lieu of Experience	7%	33%	60%	0%

EDUCATION



95% High School/GED
 5% Some College

SKILLS/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Basic math, Data entry skills
PERSONAL/OTHER QUALIFICATIONS	Ability to work as part of a team, Organizational skills, Interpersonal skills, Ability to work independently
COMPUTER SKILLS	Word Processing, Data Base
NEW SKILLS	Pre-employment medical and drug testing, Ability to work in crisis situation, Willingness to work Overtime

LOCAL TRAINING PROVIDERS

- ◆ Barstow College
- ◆ Barstow Unified
- ◆ Chino Unified Adult College
- ◆ Fontana Unified School District
- ◆ Redlands Adult School
- ◆ Victor Valley College

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Nurse Aides

Study of 1998

OES Code: 660080

16 Firms Responding

Representing 1080 Employees

DESCRIPTION

Nurse Aides work under the direction of nursing or medical staff to provide auxiliary services in the care of patients. They perform duties such as answering patient's call bells, serving and collecting food trays, and feeding patients. Nurse Aides may be called Assistants, Attendants, or Orderlines. Orderliness is primarily concerned with the care of male patients, setting up equipment, and relieving nurses of heavier work. Does not include Psychiatric Aides and Home Health Aides.

ALTERNATE TITLE: CAN, Certified Nurse Assistants, Direct Care Staff

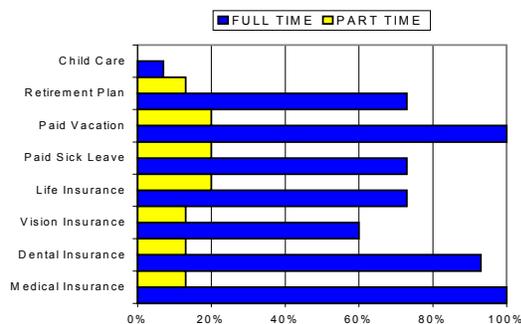
WAGES

*ALL EMPLOYERS COMBINED

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$5.75-\$9.02	\$6.12
New Hires, Experienced	\$5.96-\$9.10	\$6.35
Experienced, After 3 Years with Firm	\$6.20-\$10.90	\$7.00

*Union wages may be higher than non-union wages. Of the firms responding, 94% were non-union 6% were union.

BENEFITS



RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Newspaper Ads
- ◆ Employee Referrals
- ◆ Hire Unsolicited Applicants

SUPPLY/DEMAND

Employees	Not Difficult	A Little Difficult	Somewhat Difficult	Very Difficult
Fully Experienced & Qualified	6%	38%	38%	19%
Inexperienced	13%	25%	56%	19%

OTHER INFORMATION

Hours: Full-time 79%, Average of 39 hours per week
Part-time 8%, Average of 23 hours per week
Temporary 13%, Average of 13 hours per week

In this occupation 88% of employees are female while 12% are male.

RELATED DOT CODES

DOT CODE	TITLE
355.674-014	Nurse Aides
355.674-018	Orderly

WHERE THE JOBS ARE

	SIC
Skilled Nursing Care Facilities	8051
General Medical & Surgical Hospital	8062
Nursing and Personal Care	8059

Occupational Outlook Handbook: page 316 (1996-97)
California Occupational Guide (COG): #442 (1994)
Related COGs: Licensed Vocational Nurse #313, Psychiatric Technicians #90, Registered Nurses and Nurse Practitioners #29.

SIZE AND TRENDS

Size of Occupation/4,090-4,790 Very Large

It is projected that during the 1995-2002 Period this occupation will experience a growth rate of 17.1% (Slower than Average). *Average growth rate between 1995-2002 of all nonagricultural occupations in San Bernardino County is 21.6%.*

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	12%	44%	44%
Projected Over the Next 2 Years	0%	69%	31%

Total employees hired the last 12 Months: 423

Resulting from:

- Replacement due to Promotions –7%
- Replacements due to Employees leaving –62%
- New Positions – 30%
- Temporary Positions –1%

For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

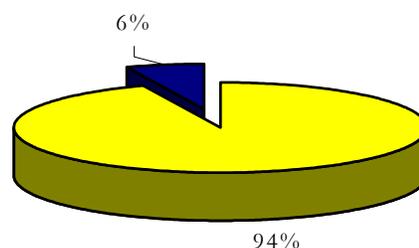
TRAINING/EXPERIENCE

Types of training which may be required:

Certified Nurse Assistant, Home Health Aid

Training/ Experience	Always	Usually	Sometimes	Never
Work Experience Required	13%	50%	25%	13%
Training Accepted in Lieu of Experience	6%	19%	69%	6%

EDUCATION



94% High School/GED
6% Some College

SKILLS/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Basic math, Telephone skills, Written communication
PERSONAL/OTHER QUALIFICATIONS	Ability to work as part of a team, Organizational skills, Interpersonal skills, Ability to work in crisis situations
COMPUTER SKILLS	Word Processing, Data Base, Spreadsheet
NEW SKILLS	Pre-employment drug testing, Must be able to lift 10+ lbs. repeatedly

LOCAL TRAINING PROVIDERS

- ◆ American Red Cross-Inland Empire Chapter
- ◆ Barstow Valley ROP
- ◆ Chaffey Union High Adult Education
- ◆ Colton-Redlands-Yucaipa ROP
- ◆ Concorde Career Institute, Inc.
- ◆ Four-D Success Academy Inc.
- ◆ Nova Institute of Health Technology
- ◆ San Bernardino Adult Education
- ◆ San Bernardino County ROP
- ◆ Washington Adult School
- ◆ Hesperia ROP
- ◆ Redlands Unified Adult School

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Painters, Paperhangers-Construction & Maintenance

Study of 1998

OES Code: 874020

15 Firms Responding

Representing 342 Employees

DESCRIPTION

Painters paint walls, equipment, buildings, bridges, and other structural surfaces, using brushes rollers, and spray guns. They mix colors or oils to obtain desired color or consistency. Paperhangers cover interior walls and ceilings of rooms with decorative wallpaper or fabric.

ALTERNATE TITLE:

Apprentice and Journey Painter, Sprayperson

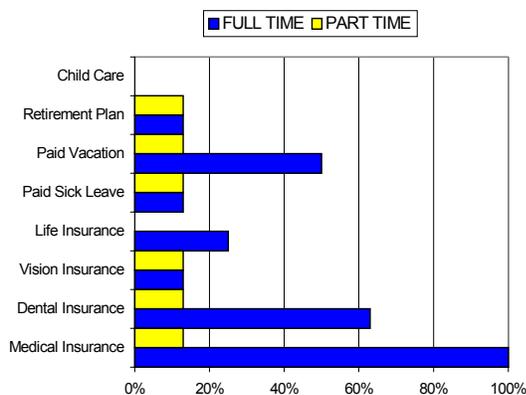
WAGES

*ALL EMPLOYERS COMBINED

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$5.75-\$22.47	\$6.00
New Hires, Experienced	\$5.75-\$22.47	\$10.75
Experienced, After 3 Years with Firm	\$10.00-\$24.00	\$14.00

*Union wages may be higher than non-union wages. Of the firms responding, 86% were non-union.

BENEFITS



RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Employee Referrals
- ◆ Newspaper Ads
- ◆ Hire Unsolicited Applicants

SUPPLY/DEMAND

Employees	Not Difficult	A Little Difficult	Somewhat Difficult	Very Difficult
Fully Experienced & Qualified	0%	27%	33%	40%
Inexperienced	13%	27%	33%	27%

OTHER INFORMATION

Hours: Full-time 98%, Average of 39 hours per week
 Part-time 1%, Average of 24 hours per week
 Temporary 1%, Average of 24 hours per week

In this occupation 98% of employees are male while 2% are female.

RELATED DOT CODES

DOT CODE	TITLE
840.381-010	Painter
841.381-010	Paperhanger

WHERE THE JOBS ARE

	SIC
Painting and Paper Hanging	1721
Single-Family House Construction	1521
Special Trade Contractors, NEC	1799

Occupational Outlook Handbook: page 389 (1996-97)
 California Occupational Guide (COG): #148 (1995)
 Related COGs: Plasterers #249, Sign Painters #314.

SIZE AND TRENDS

Size of Occupation/940-1,250 Medium

It is projected that during the 1995-2002 Period this occupation will experience a growth rate of 33% (Much Faster than Average). *Average growth rate between 1995-2002 of all nonagricultural occupations in San Bernardino County is 21.6%.*

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	27%	20%	53%
Projected Over the Next 2 Years	14%	53%	33%

Total employees hired the last 12 Months: 145

Resulting from:

Replacement due to Promotions –5%
Replacements due to Employees leaving –6%
New Positions – 89%

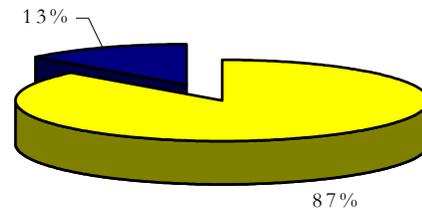
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training which may be required: Apprentices, on the job Training

	Always	Usually	Sometimes	Never
Work Experience Required	13%	47%	27%	13%
Training Accepted in Lieu of Experience	0%	7%	53%	40%

EDUCATION



87% High School/GED
13% Some College

SKILLS/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Read and follow directions, Problem solving skills
PERSONAL/OTHER QUALIFICATIONS	Ability to work as part of a team, Sensitivity to multicultural environment, Repetitive work, Ability to perform physically demanding labor, Ability to lift 10 lbs. or more
COMPUTER SKILLS	Word Processing

LOCAL TRAINING PROVIDERS

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Plastic Molding & Casting Machine Operators and Tenders

Study of 1998

OES Code: 919050

15 Firms Responding

Representing 451 Employees

DESCRIPTION

Plastic Molding and Casting Machine Operators and Tenders operate or tend plastic molding machines, such as compression or injection molding machines, to mold, form, or cast plastic products to specified shape from thermoplastic materials. Not including workers who set up the machines.

ALTERNATE TITLE: Machine Operators, Material Handlers, and Process Technicians

WAGES

*ALL EMPLOYERS COMBINED

EXPERIENCE	RANGE	MEDIAN
New Hires, Experience	\$5.75-\$12.73	\$6.00
New Hires, Experienced	\$5.75-\$17.00	\$6.90
Experienced, After 3 Years with Firm	\$6.36-\$20.00	\$8.00

Of the firms responding, 100% were non-union.

BENEFIT



RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Employee Referrals
- ◆ Newspaper Ads
- ◆ Private Employment Agencies

SUPPLY/DEMAND

Employees	Not Difficult	A Little Difficult	Somewhat Difficult	Very Difficult
Fully Experienced & Qualified	27%	40%	13%	20%
Inexperienced	20%	53%	7%	20%

OTHER INFORMATION

Hours: Full-time 89%, Average of 41 hours per week
 Part-time 1%, Average of 25 hours per week
 Temporary 10%, Average of 30 hours per week
In this occupation 58% of employees are male while 42% are female.

DOT CODE	RELATED DOT CODES TITLE
556.382-014	Injection-Molding-Machine Operator
556.682-014	Compression Molding Operator
556.380-010	Mold Setter

WHERE THE JOBS ARE

	SIC
Plastic Products, NEC	3089
Plastic Bottles	3085

Occupational Outlook Handbook: page 412 (1996-97)
 California Occupational Guide (COG): N/A
 Related COGs: N/A.

SIZE AND TRENDS

Size of Occupation/770-960 Medium

It is projected that during the 1995-2002 Period this occupation will experience a growth rate of 24.7% (Faster than Average). *Average growth rate between 1995-2002 of all nonagricultural occupations in San Bernardino County is 21.6%.*

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	13%	40%	47%
Projected Over the Next 2 Years	0%	67%	33%

Total employees hired the last 12 Months: 122

Resulting from:

Replacement due to Promotions –0%
 Replacements due to Employees leaving –47%
 New Positions – 47%
 Temporary Positions –12%

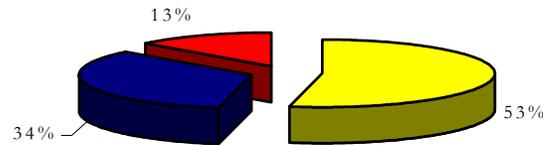
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training which may be required: Forklift Certificate, Injection Molding

TRAINING/ EXPERIENCE	Always	Usually	Some-Times	Never
Work Experience Required	6%	27%	40%	27%
Training Accepted in Lieu of Experience	20%	6%	47%	27%

EDUCATION



53% High School/GED
 34% Less than High School
 13% Some College

SKILLS/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Oral Communication Skills
PERSONAL/OTHER QUALIFICATIONS	Ability to work as part of a team, Organizational skills
COMPUTER SKILLS	Data Base
NEW SKILLS	Ability to pass a pre-employment drug test

LOCAL TRAINING PROVIDERS

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Plumbers, Pipe Fitters, & Steam Fitters

Study of 1998

OES Code: 875020

15 Firms Responding

Representing 105 Employees

DESCRIPTION

Plumbers, Pipe fitters, and Steamfitters assemble, install, and repair pipe system (metal, plastic, ceramic, composition, etc.) that carry water, steam, air, or other liquids or gasses. Not including plumbers and pipe fitters that primarily install and repair heating, air conditioning, and refrigeration.

ALTERNATE TITLE: Service Technician

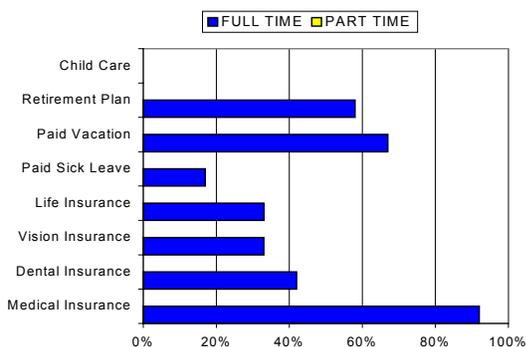
WAGES

*ALL EMPLOYERS COMBINED

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$6.00-\$12.50/u\$9.66-\$10.00	\$7.00/u\$9.33
New Hires, Experienced	\$8.00-\$21.87/u\$20.62-\$22.85	\$14.00/u\$20.70
Experienced, After 3 Years with Firm	\$15.00-\$25.00/u\$20.62-\$25.00	\$18.25/u\$21.50

*Union wages may be higher than non-union wages. Of the firms responding, 80% were non-union 20% were union.

BENEFITS



RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Employee Referrals
- ◆ Newspaper Ads
- ◆ Hire Unsolicited Applicants

SUPPLY/DEMAND

Employees	Not Difficult	A Little Difficult	Somewhat Difficult	Very Difficult
Fully Experienced & Qualified	0%	13%	13%	74%
Inexperienced	7%	7%	46%	40%

OTHER INFORMATION

Hours: Full-time 90%, Average of 40 hours per week
Part-time 6%, Average of 25 hours per week
Seasonal 4%, Average 40 hours per week

In this occupation 93% of employees are female, while 7% are male.

DOT CODE	RELATED DOT CODES	TITLE
862.261-010		Pipe Fitter
862.361-022		Steam Service Inspector
862.281-022		Pipe Fitter
862.381-030		Plumber
862.381-010		Plumber

WHERE THE JOBS ARE

	SIC
Plumbing Heating and Air Conditioning	1711
Help Supply Services	7363
Gas Transmission and Distribution	4923

Occupational Outlook Handbook: page 392 (1996-97)
California Occupational Guide (COG): #173(1995)
Related COGs: Refrigeration Mechanics #32, Welder, Combinations #84, Maintenance Mechanics #136, Stationary Engineers #234, and Water Treatment Plant Operators #443.

SIZE AND TRENDS

Size of Occupation/880-1,1100 Medium

It is projected that during the 1995-2002 Period this occupation will experience a growth rate of 25% (Faster than Average). *Average growth rate between 1995-2002 of all nonagricultural occupations in San Bernardino County is 21.6%.*

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	20%	27%	53%
Projected Over the Next 2 Years	13%	40%	47%

Total employees hired the last 12 Months: 43

Resulting from:

Replacement due to Promotions –9%
Replacements due to Employees leaving –49%
New Positions – 33%
Temporary Positions –9%

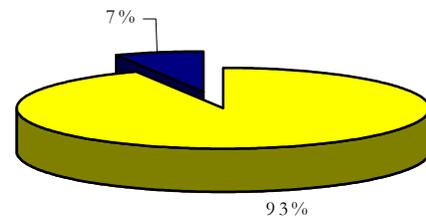
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training which may be required: Apprentice Program, Journeyman License

TRAINING/ EXPERIENCE	Always	Usually	Some-times	Never
Work Experience Required	33%	54%	13%	0%
Training Accepted in Lieu of Experience	0%	6%	67%	27%

EDUCATION



93% High School/GED
7% Some College

SKILLS/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Ability to read and follow directions
PERSONAL/OTHER QUALIFICATIONS	Ability to work as part of a team, good DMV record, Skills
NEW SKILLS	Ability to lift at least 10 lbs. repeatedly

LOCAL TRAINING PROVIDERS

- ◆ Associated Technical College
- ◆ Chaffey Union High Adult Education

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Production Inspectors, Testers, Graders, Sorters, Samplers and Weighers

Study of 1998

OES Code: 830050

16 Firms Responding

Representing 563 Employees

DESCRIPTION

Production Inspectors, Testers, Graders, Sorters, Samplers, and Weights inspect, test, grade, sort, sample, or weigh non-agricultural raw materials or processed, machined, fabricated, or assembled parts or products. Work may be performed before, during, or after processing.

ALTERNATE TITLE: Quality Control Inspectors, Machinist

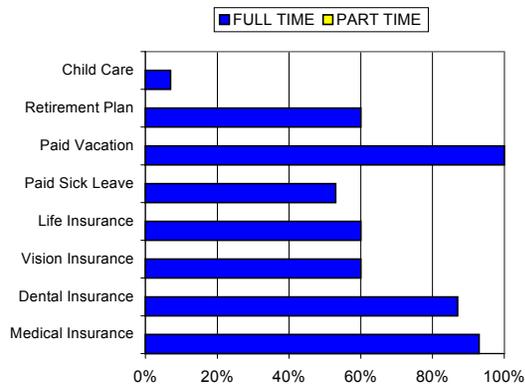
WAGES

*ALL EMPLOYERS COMBINED

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$5.75-\$10.00	\$7.00
New Hires, Experienced	\$7.75-\$11.00	\$7.11
Experienced, After 3 Years with Firm	\$6.00-\$20.00	\$9.00

Of the firms responding, 100% were non-union.

BENEFITS



RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Employee Referrals
- ◆ Newspaper Ads
- ◆ In-house promotions or transfer.

SUPPLY/DEMAND

Employees	Not Difficult	A Little Difficult	Somewhat Difficult	Very Difficult
Fully Experienced & Qualified	25%	25%	38%	12%
Inexperienced	27%	40%	27%	6%

OTHER INFORMATION

Hours: Full-time 96%, Average of 41 hours per week
 Part-time 1%, Average of 10 hours per week
 Temp/On Call 3%, Average 41 hours per week

In this occupation 62% of employees are female while 38% are male.

RELATED DOT CODES

DOT CODE	TITLE
529.687-098	Grader
529.687-114	Inspector
579.585.010	Sampler-Tester
706.587-014	Sorter

WHERE THE JOBS ARE

Help Supply Services	SIC 7363
Plastic Products, NEC	3089
Industrial Launderers	7218

Occupational Outlook Handbook: N/A
 California Occupational Guide (COG): N/A

SIZE AND TRENDS

Size of Occupation/930-1,210 Medium

It is projected that during the 1995-2002 Period this occupation will experience a growth rate of 30.1% (Faster than Average). *Average growth rate between 1995-2002 of all nonagricultural occupations in San Bernardino County is 21.6%.*

Total employees hired the last 12 Months: 274

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	0%	44%	56%
Projected Over the Next 2 Years	0%	31%	69%

Resulting from:

Replacement due to Promotions –19%
 Replacements due to Employees leaving –33%
 New Positions – 44%
 Temporary Positions –4%

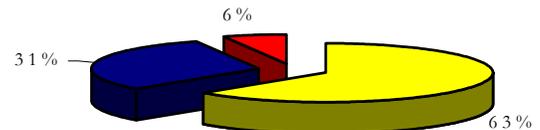
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training which may be required: None

TRAINING/ EXPERIENCE	Always	Usually	Some-Times	Never
Work Experience Required	19%	13%	31%	37%
Training Accepted in Lieu of Experience	13%	37%	44%	6%

EDUCATION



63% High School/GED
 31% Less than High School
 6% Associate's Degree

SKILLS/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Ability to read and follow directions
PERSONAL/OTHER QUALIFICATIONS	Ability to work as part of a team, Multicultural work environment
NEW SKILLS	Ability to pass pre-employment medical and drug testing

LOCAL TRAINING PROVIDERS

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Roofers

Study of 1998

OES Code: 878080

15 Firms Responding

Representing 239 Employees

DESCRIPTION

Roofers perform duties concerned with covering roofs of structures with slate, asphalt, aluminum, wood and related materials using brushes, knives, punches, hammers, and other tools. They may spray roofs, sidings, and walls with material to bind, seal, insulate, or soundproof sections of structures.

ALTERNATE TITLE: Journey Roofers, Shingle, and Roof Tile Installer

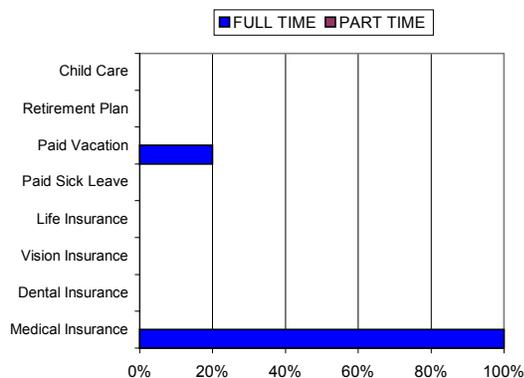
WAGES

*ALL EMPLOYERS COMBINED

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$5.75-\$8.75/u7.50-15.00	\$7.00/u12.00
New Hires, Experienced	\$6.00-\$16.00/u7.50-15.00	\$11.27/u15.00
Experienced, After 3 Years with Firm	\$10.00-\$18.00/u15.00-22.50	\$15.00/u18.00

*Union wages may be higher than non-union wages. Of the firms responding, 80% were non-union, 20% were union.

BENEFITS



RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Employee Referrals
- ◆ Newspaper Ads
- ◆ Hire Unsolicited Applicants

SUPPLY/DEMAND

Employees	Not Difficult	A Little Difficult	Somewhat Difficult	Very Difficult
Fully Experienced & Qualified	7%	13%	40%	40%
Inexperienced	20%	20%	20%	40%

OTHER INFORMATION

Hours: Full-time 88%, Average of 39 hours per week
 Part-time 5%, Average of 28 hours per week
 Temporary 3%, Average of 35 hours per week
 Seasonal 4%, Average of 40 hours per week

In this occupation, 99% of employees are male, while 1% are female.

RELATED DOT CODES

DOT CODE	TITLE
866.381-010	Roofers
866.381-014	Roofer Apprentice
866.684-010	Roofer Applicator

WHERE THE JOBS ARE

Roofing, Siding, and Sheet Metal SIC
1761

Occupational Outlook Handbook: page 394 (1996-97)
 California Occupational Guide (COG): N/A
 Related COGs: N/A

SIZE AND TRENDS

Size of Occupation/430-550 Small

It is projected that during the 1995-2002 Period this occupation will experience a growth rate of 27.9% (Faster than Average). *Average growth rate between 1995-2002 of all nonagricultural occupations in San Bernardino County is 21.6%.*

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	0%	60%	40%
Projected Over the Next 2 Years	0%	67%	33%

Total employees hired the last 12 Months: 37

Resulting from:

Replacement due to Promotions –3%
 Replacements due to Employees leaving –0%
 New Positions – 67%
 Temporary Positions –30%

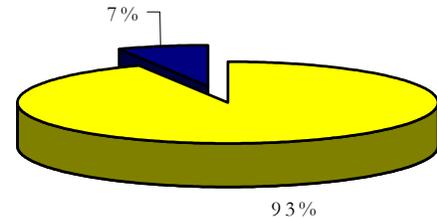
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training which may be required:
 On the job training

TRAINING/ EXPERIENCE	Always	Usually	Some-Times	Never
Work Experience Required	13%	47%	33%	7%
Training Accepted in Lieu of Experience	7%	27%	53%	13%

EDUCATION



93% High School/GED
 7% Less than High School

SKILLS/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Ability to follow directions, Oral communication skills
PERSONAL/OTHER QUALIFICATIONS	Ability to work as part of a team, Reliable vehicle
COMPUTER SKILLS	Word Processing, Database
NEW SKILLS	Ability to lift at least 50 lbs. repeatedly

LOCAL TRAINING PROVIDERS

- ◆ San Bernardino County ROP

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Salesperson-Parts

Study of 1998

OES Code: 490140

15 Firms Responding

Representing 134 Employees

DESCRIPTION

Parts Salespersons sell spare and replaceable parts and equipment from behind a counter in agency, repair shop, or parts store. They determine the make, year, and type of part needed by observing the damaged part or listing to a description of the malfunction. They read a catalog to find stock number, price, etc., and fill the customer's order form stock. Not including workers whose primary responsibilities are to receive, store, and issue materials, equipment, and other items from the stockroom.

ALTERNATE TITLE: Counter Person, Parts Technician, Sales Representative

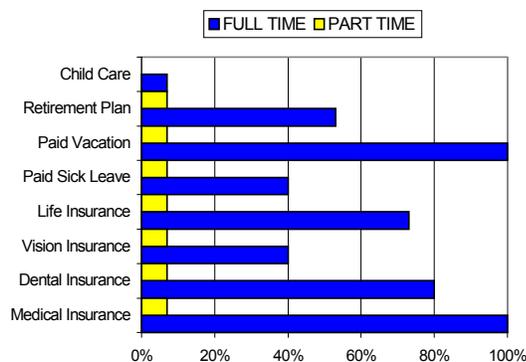
WAGES

*ALL EMPLOYERS COMBINED

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$5.75-\$12.50	\$7.50
New Hires, Experienced	\$6.25-\$16.11	\$10.00
Experienced, After 3 Years with Firm	\$7.00-\$21.87	\$12.00

Of the firms responding, 100% were non-union.

BENEFITS



RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Employee Referrals
- ◆ Newspaper Ads
- ◆ In-House Promotion or Transfer

SUPPLY/DEMAND

Employees	Not Difficult	A Little Difficult	Somewhat Difficult	Very Difficult
Fully Experienced & Qualified	13%	27%	47%	13%
Inexperienced	13%	27%	53%	7%

OTHER INFORMATION

Hours: Full-time 94% Average of 43 hours per week
Part-time 6% Average of 25 hours per week

In this occupation, 87% of employees are male, while 13% are female.

RELATED DOT CODES

DOT CODE	TITLE
279.357-062	Salesperson, Parts
277.357-050	Salesperson, Photographic Supplies and Equipment

WHERE THE JOBS ARE

	SIC
Auto and Home Supply Stores	5531
New and Used Car Dealers	5511
Motor Vehicle Supplies and New Parts	5013

Occupational Outlook Handbook: N/A
California Occupational Guide (COG): N/A
Related COGs: N/A

SIZE AND TRENDS

Size of Occupation/1,620-1,860 Small

It is projected that during the 1995-2002 Period this occupation will experience a growth rate of 14.8% (Slower than Average). *Average growth rate between 1995-2002 of all nonagricultural occupations in San Bernardino County is 21.6%.*

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	6%	67%	27%
Projected Over the Next 2 Years	0%	20%	80%

Total employees hired the last 12 Months: 37

Resulting from:

Replacement due to Promotions –22%
Replacements due to Employees leaving –65%
New Positions – 13%
Temporary Positions –0

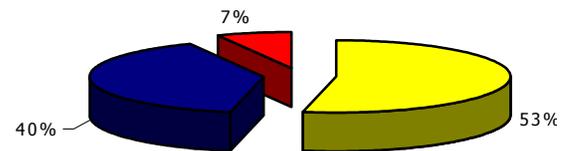
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training which may be required: ASE Certification, other industry certification

TRAINING/ EXPERIENCE	Always	Usually	Some-Times	Never
Work Experience Required	20%	67%	13%	0%
Training Accepted in Lieu of Experience	0%	0%	80%	20%

EDUCATION



53% High School/ GED
40% Some College
7% Bachelor's Degree

SKILLS/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Ability to follow directions, Oral communication, Math skills
PERSONAL/OTHER QUALIFICATIONS	Ability to work as part of a team, Clean police record
COMPUTER SKILLS	Word Processing, Database, Spreadsheet
NEW SKILLS	Ability to pass a pre-employment drug test

LOCAL TRAINING PROVIDERS

- ◆ Apple Valley ROP
- ◆ Colton-Redlands-Yucaipa ROP
- ◆ Goodwill Industries of the Inland Empire
- ◆ Baldy View ROP
- ◆ San Bernardino County ROP
- ◆ Vision Quest Career Resource

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Secretaries, Legal

Study of 1998

OES Code: 551020

16 Firms Responding

Representing 101 Employees

DESCRIPTION

Legal Secretaries prepare legal papers and correspondence of a legal nature, such as summonses, complaints, motions, and subpoenas. They must be familiar with legal terminology, procedures, and documents, as well as legal research, and may review law journals and other publications to identify court decisions pertinent to pending cases and submit articles to company officials.

ALTERNATE TITLE: Paralegal, Legal Assistants, and Litigation Assistant

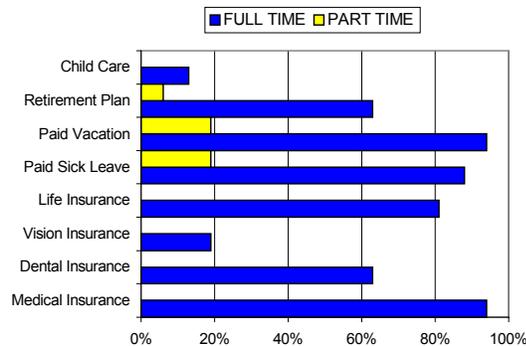
WAGES

*ALL EMPLOYERS COMBINED

EXPERIENCE	RANGE	MEDIAN
New Hires, No Experience	\$5.75-\$14.00	\$9.85
New Hires, Experienced	\$10.00-\$15.55	\$12.00
Experienced, After 3 Years with Firm	\$11.51-\$17.50	\$14.64

Of the firms responding, 100% were non-union.

BENEFITS



RECRUITMENT METHODS

The following are among the most successful methods of recruitment:

- ◆ Newspaper Ads
- ◆ Employee Referrals
- ◆ In-House Promotion or Transfer

SUPPLY/DEMAND

Employees	Not Difficult	A Little Difficult	Somewhat Difficult	Very Difficult
Fully Experienced & Qualified	0%	0%	37%	63%
Inexperienced	6%	6%	32%	56%

Employer demand is somewhat greater than the supply for qualified inexperienced applicants. Employers may have some difficulty finding qualified inexperienced applicants at times. Employer demand is considerably greater than supply of qualified experienced applicants. Employers often cannot find qualified experienced applicants when an opening exists.

OTHER INFORMATION

Hours: Full-time 97% Average of 40 hours per week

Part-time 3% Average of 25 hours per week

In this occupation, 97% of employees are female, while 3% are male.

DOT CODE	RELATED DOT CODES	TITLE
201.362-010		Legal Secretary
201.362-030		Secretary
119.267-022		Paralegal

WHERE THE JOBS ARE

Legal Secretary **SIC**
8111

Occupational Outlook Handbook: page 287 (1996-97)
California Occupational Guide (COG): #172 (1995)
Related COGs: Typists and Word Processing Technicians #20, Stenographers #25, Secretaries #128, Shorthand Reporters/Court Reporters #162, Clerks General Office # 295, Paralegal Personnel # 464

SIZE AND TRENDS

Size of Occupation/510-520 Small

It is projected that during the 1995-2002 Period this occupation will experience a growth rate of 2% (Slower than Average). *Average growth rate between 1995-2002 of all nonagricultural occupations in San Bernardino County is 21.6%.*

EMPLOYMENT LEVELS	DECLINE	REMAIN STABLE	GROW
During the past Year	12%	50%	38%
Projected Over the Next 2 Years	0%	62%	38%

Total employees hired the last 12 Months: 39

Resulting from:

Replacement due to Promotions –41%
Replacements due to Employees leaving –36%
New Positions – 23%

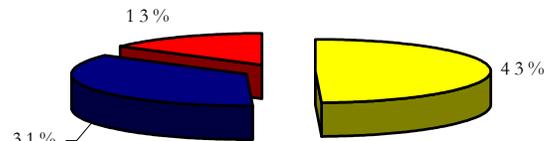
For Additional Projection Information visit: <http://www.calmis.cahwnet.gov>

TRAINING/EXPERIENCE

Types of training which may be required: Paralegal Certificate, on the job training

TRAINING/ EXPERIENCE	Always	Usually	Some-Times	Never
Work Experience Required	69%	25%	6%	0%
Training Accepted in Lieu of Experience	0%	12%	50%	38%

EDUCATION



43% Some College
31% High School/GED
13% Associate's or Bachelor's Degree

SKILLS/QUALIFICATIONS

Employers reported the following skills/qualifications as being important for this occupation:

QUALIFICATIONS	REQUIRED QUALIFICATIONS
BASIC/TECHNICAL SKILLS	Ability to follow directions, oral communication, 45 wpm typing speed
PERSONAL/OTHER QUALIFICATIONS	Ability to handle crisis situations, Interpersonal skills
COMPUTER SKILLS	Word Processing, Database, Spreadsheet

LOCAL TRAINING PROVIDERS

- ◆ Colton-Redlands-Yucaipa ROP
- ◆ Somos Hermanas Unidas, Business Institute
- ◆ San Bernardino Valley College
- ◆ Platt College

For Additional Training Information visit: <http://sti.soicc.ca.gov/sti>

Training Providers

Academy of Computer Technology

5237 Arrow Highway, Suite A
Montclair, CA 91763 (909) 445-1456

Addison Career Institute

320 S. Milliken, Suite C
Ontario, CA 91761 (909) 605-7777

Advanced Career College

14075 Hesperia Road
Victorville, CA 92392 (805) 948-4141

Aero Tech Academy

1745 Sessums Drive, Suite 150
Redlands, CA 92374 (909) 794-4046

Allan Hancock College

800 South College Drive
Santa Maria, CA 93454 (805) 922-6966

American College of Health Professions

1200 Arizona #A-11
Redlands, CA 92374 (909) 307-6022

American Nanny College

4650 Arrow Highway, Suite A-10
Montclair, CA 91763 (909) 624-7711

American Red Cross

202 W. Rialto Avenue
San Bernardino, CA 92408 (909) 881-1481

Apple Valley ROP

11837 Navajo Road
Apple Valley, CA 92308 (760) 247-7206

ARTFA Design School

19059 Valley Blvd, Suite 105
Bloomington, CA 92316 (909) 873-4160

Associated Consultants Electronic Services

23978 Lake Dr.
Crestline, CA 92325

BMR Training Centers

1808 Commercenter West, Suite A
San Bernardino, CA 92408 (909) 386-1052

Baldy View ROP

135 South Spring Street
Claremont, CA 91711-4999 (909) 624-0063

Barstow College

2700 Barstow Road
Barstow, CA 92311-6699 (760) 252-2411

Barstow Unified

551 South Avenue H
Barstow, CA 92311 (760) 255-6024

Barstow Valley ROP

First Street and Campus Way
Barstow, CA 92311 (760) 255-6101

Bear Valley ROP

351 North Maple Lane
Big Bear City, CA 92398 (909) 585-1616

Becker CPA Review Course of California

25441 Barton Road
Loma Linda, CA 92354 (800) 423-3233

Ben Hinkle Realty Register

Prelicensing School
21930 Highway 18
Apple Valley, CA 92307 (760) 247-2654

California Computer School

1655 North Mountain Avenue, Suite 114
Upland, CA 91784

California Health Institute Inc.

14075 Hesperia Road #203
Victorville, CA 92392 (805) 947-4069

California Institute of Customer

Engineering
1609 South Grove Avenue, Suite 112-3
Ontario, CA 91761 (909) 947-1896

California State University,

San Bernardino
5500 University Parkway
San Bernardino, CA 92407 (909) 880-5200

California State University,

San Bernardino Extended Education
5500 University Parkway
San Bernardino, CA 92407-2397 (909) 880-5975

Career Colleges of America

184 West Club Center Drive, Suite H, I, J, K, R
San Bernardino, CA 92407 (909) 876-0919

CEECO Locksmith Inc.

283 #A West Foothill Blvd.
Rialto, CA 92376 (909) 873-2502

Century 21 Real Estate

3400 Inland Empire Blvd.
Ontario, CA 91764-5510 (800) 872-4679

Century 21 Real Estate
295 E. Caroline Street, Suite D
San Bernardino, CA 92408 (800) 872-4679

Chaffey College
5885 Haven Avenue
Rancho Cucamonga, CA 91737-3002
(909) 987-1737

Chaffey Union High - Adult Education
211 W. Fifth Street
Ontario, CA 91762 (909) 983-2010

Chapman University Academic Center
12421 Hesperia Road, Suite C-6
Victorville, CA 92392-4791 (760) 955-7555

Chapman University
2890 Inland Empire Blvd., Suite 110
Ontario, CA 91764 (909) 481-1804

Chapman University Learning Center
Box X-8, BLDG 1526, MCAGCC
Twentynine Palms, CA 92278 (760) 830-6681

Chino Unified Adult Education
5130 Riverside Drive
Chino, CA 91710 (909) 628-1201

College of the Desert - Cooper Mountain
6162 Rotary Way
Joshua Tree, CA 92252 (760) 386-3651

Colton-Redlands-Yucaipa ROP
1214 Indiana Court
Redlands, CA 92374-2896 (909) 793-3115

Computer ERA Business School
24688 Redlands Blvd.
San Bernardino, CA 92408 (909) 799-1105

Computer Services & Training
9045 Haven Ave., Suite 100
Rancho Cucamonga, CA 91730 (909) 483-1700

Concorde Career Institute
570 West 4th Street, Suite 107
San Bernardino, CA 92401 (909) 884-8891

Crafton Hills College
11711 Sand Canyon Road
Yucaipa, CA 92399 (909) 794-2161

Crest Computer Institute
10630 Town Center Drive, Suite 101
Rancho Cucamonga, CA 91730 (909) 989-9123

Embry-Riddle Aeronautical University
A F Z J-P TT, BLDG. 285, Room 8
Fort Irwin, CA 92310 (760) 386-7997

Fawcett Tax Service dba Taxtor Educators
341 West Second Street, Suite 4
San Bernardino, CA 92401 (909) 895-5017

Fontana Unified School District
9680 Citrus Ave.
Fontana, CA 92335-5594 (909) 357-5000

Four-D Success Academy Inc.
952 South Mt. Vernon, Suite B
Colton, CA 92324

Friendly Computer Networks Inc.
8540 Archibald Ave, Suite D
Rancho Cucamonga, CA 91730 (909) 989-5592

Goodwill Industries of the Inland Empire
8120 Palm Lane
San Bernardino, CA 92402-0851 (909) 885-3831

H&R Block Tax School
751 West Foothill Blvd.
Upland, CA 91786 (909) 946-9104

Hairmasters University of Beauty
210 W. Highland Ave.
San Bernardino, CA 92405 (909) 988-7584

Health Care Innovations Inc.
965 S. Mt. Vernon, Suite A
Colton, CA 92324 (909) 824-1565

Hesperia ROP
9144 Third Ave.
Hesperia, CA 92345 (760) 244-1771

ITT Technical Institute
630 East Briar Drive, Suite 150
San Bernardino, CA 92410 (909) 889-3800

Institute of Automotive Technology
425 South "G" Street
San Bernardino, CA 92410 (909) 386-1848

Internal Control's Private Investigation School
394 Orange Show Lane
San Bernardino, CA 92408 (909) 381-2588

International Air Academy Inc.
2980 Inland Empire Blvd.
Ontario, CA 91764 (909) 989-5222

International School of Theology
24600 Arrowhead Springs Road
San Bernardino, CA 92414-0001 (909) 886-7876

Jackson Hewitt Tax School
12490 Central Ave. #116
Chino, CA 91710 (760) 940-6364

John Robert Powers Career College
10570 Foothill Blvd., Suite 230
Rancho Cucamonga, CA 91730 (909) 980-7673

L&L Technical Training Inc.
320 S. Milliken Ave., Suite A
Ontario, CA 91761 (909) 605-6240

Loma Linda University
University and Anderson Lane
Loma Linda, CA 92350 (909) 824-2020

Lucerne Valley ROP
33233 Rabbit Springs Road
Laytonville, CA 92356 (760) 248-6108

M T I College
760 Via Lata, Suite 300
Colton, CA 92324 (909) 424-1088

Marinello School of Beauty
721 E. West Second Street
San Bernardino, CA 92410 (909) 884-8747

Morongo ROP
P.O. Box 1209
Twentynine Palms, CA 92277 (760) 367-9191

National University
P.O. Box 22
BLDG. 1526, MCAGCC
Twentynine Palms, CA 92278 (619) 830-6887

Needles ROP
1900 Erin Drive
Needles, CA 92363 (760) 326-2111

New Horizons Computer Learning
1090 E. Washington St. Suite H
Colton, CA 92324

North American Heating & Air Conditioning Training Center
2025 West Park Ave., Suite 1
Redlands, CA 92405 (909) 307-5770

Nova Institute of Health Technology
520 North Euclid Ave.
Ontario, CA 91762 (909) 984-5021

Optical Technician School
14600 Pipeline Ave.
Chino Hills, CA 91710 (909) 482-9072

Park College
BLDG. 302
Barstow, CA 92311 (760) 256-8811

Platt College
3700 Inland Empire Blvd., Suite 402
Ontario, CA 91761 (909) 989-1187

Premier Training Centers
17870 Highway 18
Apple Valley, CA 92392 (760) 946-4664

Professional Bartenders School
1035 S. Mt. Vernon, Suite H
Colton, CA 92324 (909) 824-8442

Professional Career Institute
15065 Palmdale Road, Suite A
Victorville, CA 92392 (760) 951-5245

Provisional Educational Services
2450 W. Blake Street
San Bernardino, CA 92405 (909) 887-7002

R T P School
790 South Via Lata #800
Colton, CA 92324 (909) 783-7696

Rands Systems Inc.
1814 Commercenter West, Suite H
San Bernardino, CA 92410 (800) 231-6835

Redlands Adult School
7 West Delaware Ave.
Redlands, CA 92374 (909) 307-5315

Richard's Beauty College
9359 Foothill Blvd., Suite F
Rancho Cucamonga, CA 91730 (909) 988-7584

Richard's Beauty College
200 E. Highland Ave.
San Bernardino, Ca 92404 (909) 882-3735

Richard's Beauty College
16803 Arrow Blvd.
Fontana, CA 92335 (909) 988-7584

Rosston School of Men's Hair Design
673 W. Fifth Street
San Bernardino, CA 92410 (909) 884-2719

ALL RESPONSES ARE KEPT STRICTLY CONFIDENTIAL

Whom should we contact with any further questions?

Name: _____

Position: _____

Phone: _____ Fax: _____

Occupation: _____		
Does your firm employ any individual performing the duties in the occupation described above? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please complete this survey for the occupation described. If no, please return this questionnaire to the above address. If your firm has multiple locations, please confine your answers to locations in your county .		
1. What job title(s) does your firm use for these duties?	Job Title(s): _____	
2. a. How many employees does your firm currently have in this occupation?	Number of Employees: _____	
b. In this occupation, how many are:	Number of Males: _____	Number of Females: _____
c. In this occupation, how many current employees are there; and on average, how many weekly hours do they work?		
Regular, Full Time:	Number of Employees: _____	Average Weekly Hours Worked: _____
Regular, Part Time:	Number of Employees: _____	Average Weekly Hours Worked: _____
Temporary/On Call:	Number of Employees: _____	Average Weekly Hours Worked: _____
Seasonal:	Number of Employees: _____	Average Weekly Hours Worked: _____
3. In your firm, what shifts are available for this occupation? (check all that apply)	<input type="checkbox"/> Day <input type="checkbox"/> Swing <input type="checkbox"/> Graveyard <input type="checkbox"/> Other: Please specify _____	
4. Has your firm hired in this occupation within the last 12 months?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, how many were hired to fill:		
vacancies resulting from promotions within your firm?		_____
vacancies resulting from people in permanent positions leaving your firm?		_____
new permanent positions resulting from growth?		_____
temporary, on call, or seasonal positions?		_____
5. a. During the last 12 months, did your firm's employment in this occupation: (Check one)	<input type="checkbox"/> Decline <input type="checkbox"/> Remain Stable <input type="checkbox"/> Grow	
b. Over the next 24 months, do you expect your firm's employment in this occupation to: (Check one)	<input type="checkbox"/> Decline <input type="checkbox"/> Remain Stable <input type="checkbox"/> Grow	
6. When you hire applicants for this occupation, is prior experience in this occupation required? If yes or preferred, how much experience in this occupation is required/preferred? Is experience in other occupations accepted?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required, but preferred _____ (months) <input type="checkbox"/> Yes <input type="checkbox"/> No Please specify below: Occupation: _____ (months)	
7. If prior experience is required when you hire applicants for this occupation, please indicate how difficult it is for your firm to find fully qualified applicants. (Circle one)		
<i>Not Difficult</i> 1 2 3 4 <i>Difficult</i>		
8. If prior experience is <u>not</u> required when you hire applicants for this occupation, please indicate how difficult it is for your firm to find qualified applicants. (Circle one)		
<i>Not Difficult</i> 1 2 3 4 <i>Difficult</i>		
9. Does your firm accept training as a substitute for experience in this occupation? If yes, how many months of training can generally be substituted?	<input type="checkbox"/> Yes <input type="checkbox"/> No _____ (months)	
10. Is technical or vocational training required prior to employment in this occupation? If yes or preferred, what kind of training is required?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required, but preferred _____ (months)	
11. What is the minimum level of education your firm requires when hiring an applicant in this occupation? (Check one).		
<input type="checkbox"/> Less than high school diploma <input type="checkbox"/> High school diploma or equivalent <input type="checkbox"/> Associate Degree (2 year) <input type="checkbox"/> Bachelor Degree (4 year) <input type="checkbox"/> Graduate Study		

12. What is the usual income earned by your firm's employees in this occupation at the following levels of skills and experience?	For other compensation, please indicate the average overall earnings and types(s) of compensation.																					
<ul style="list-style-type: none"> • New hires, no experience (trained or untrained): • New hires who are experienced: • Experienced employees after 3 years with your firm: <p style="text-align: center;"><i>(Please check one)</i></p>	<table style="width:100%; border-collapse: collapse;"> <tr> <td style="text-align: center;"><u>Base Wage or Salary</u></td> </tr> <tr> <td>\$ _____</td> </tr> <tr> <td>\$ _____</td> </tr> <tr> <td>\$ _____</td> </tr> <tr> <td><input type="checkbox"/> Hour <input type="checkbox"/> Week</td> </tr> <tr> <td><input type="checkbox"/> Month <input type="checkbox"/> Year</td> </tr> </table>	<u>Base Wage or Salary</u>	\$ _____	\$ _____	\$ _____	<input type="checkbox"/> Hour <input type="checkbox"/> Week	<input type="checkbox"/> Month <input type="checkbox"/> Year	<table style="width:100%; border-collapse: collapse;"> <tr> <td style="text-align: center;"><u>Other Compensation</u></td> </tr> <tr> <td>\$ _____</td> </tr> <tr> <td>\$ _____</td> </tr> <tr> <td>\$ _____</td> </tr> <tr> <td><input type="checkbox"/> Hour <input type="checkbox"/> Week</td> </tr> <tr> <td><input type="checkbox"/> Month <input type="checkbox"/> Year</td> </tr> </table>	<u>Other Compensation</u>	\$ _____	\$ _____	\$ _____	<input type="checkbox"/> Hour <input type="checkbox"/> Week	<input type="checkbox"/> Month <input type="checkbox"/> Year	<table style="width:100%; border-collapse: collapse;"> <tr> <td style="text-align: center;"><u>Type of Compensation</u></td> </tr> <tr> <td><input type="checkbox"/> Commission</td> </tr> <tr> <td><input type="checkbox"/> Tips</td> </tr> <tr> <td><input type="checkbox"/> Bonus</td> </tr> <tr> <td><input type="checkbox"/> Piece Rate</td> </tr> <tr> <td><input type="checkbox"/> Other</td> </tr> <tr> <td>Specify _____</td> </tr> </table>	<u>Type of Compensation</u>	<input type="checkbox"/> Commission	<input type="checkbox"/> Tips	<input type="checkbox"/> Bonus	<input type="checkbox"/> Piece Rate	<input type="checkbox"/> Other	Specify _____
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<input type="checkbox"/> Bonus																						
<input type="checkbox"/> Piece Rate																						
<input type="checkbox"/> Other																						
Specify _____																						
13. Are the wages for employees in this occupation subject to a collective bargaining or union agreement? If yes, what is the name of the union or local number?	<input type="checkbox"/> Yes <input type="checkbox"/> No _____																					
14. Please check which benefits your firm offers full-time (FT) and part-time (PT) employees in this occupation and which best describes who pays for them:																						
	<u>Employer Pays All</u>	<u>Share Cost</u>	<u>Employee Pays All</u>	<u>Not Provided</u>																		
	FT PT	FT PT	FT PT	FT PT																		
<i>Medical Insurance</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																		
<i>Dental Insurance</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																		
<i>Vision Insurance</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																		
<i>Life Insurance</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																		
<i>Sick Leave</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																		
<i>Vacation</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																		
<i>Retirement Plan</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																		
<i>Child Care</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																		
<i>Other (Please Specify): _____</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																		
15 a. Does your firm ever promote employees in this occupation to higher-level positions? If yes, what are the titles of the positions to which they may be promoted?	<input type="checkbox"/> Yes <input type="checkbox"/> No _____																					
b. What skills are important for career advancement?	_____																					
16. What computer software skills, if any, does your firm seek in applicants for this occupation ? <i>(Please check all that apply)</i>																						
<i>Specify software names:</i> <input type="checkbox"/> None																						
<input type="checkbox"/> Word Processing <input type="checkbox"/> Spreadsheet <input type="checkbox"/> Database <input type="checkbox"/> Desktop Publishing <input type="checkbox"/> Other: _____																						

17. What other new skills are needed to perform the duties of this occupation?																						

18. When your firm hires employees for this occupation , which are the top three most successful recruitment methods?																						
<input type="checkbox"/> <i>In-house promotions or transfers</i> <input type="checkbox"/> <i>EDD</i> <input type="checkbox"/> <i>School/program referrals</i> <input type="checkbox"/> <i>Private employment agencies</i>	<input type="checkbox"/> <i>Newspaper ads</i> <input type="checkbox"/> <i>Walk-in applicants</i> <input type="checkbox"/> <i>Union hall referrals</i> <input type="checkbox"/> <i>Trade journals</i>	<input type="checkbox"/> <i>Internet</i> <input type="checkbox"/> <i>Colleges/Universities</i> <input type="checkbox"/> <i>Employee referrals</i> <input type="checkbox"/> <i>Other (Please specify): _____</i>																				
19. Are you aware of any new, changing, or emerging occupations in your industry? Please specify:																						
<input type="checkbox"/> Yes <input type="checkbox"/> No _____																						
Would you like to receive a complimentary copy of the survey results for this occupation?			<input type="checkbox"/> Yes <input type="checkbox"/> No																			

THANK YOU FOR YOUR COOPERATION !